Insight^{xps}

User manual

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Contents

Chapter 1: Introduction 2

Chapter 2: Configuration 6

- Devices 6
- Device Groups 13
- Super Groups 15
- Shifts 17
- System 19
- User Preferences 20
- Users 22
- Call Accounting 24
  - Call Accounting 25
  - Time Band 26
  - Dial Code & Charge Band 27
  - Rate Table 28
  - Cost Test 29
  - Changing Time Bands 31
  - Changing Charge Bands 36
  - Changing the Rate Table 41

Chapter 3: Reports 45

- Report listing 46
- Create Reports 49
- Manage Reports 62
- Detailed Callist 64
- Summary 66
- Utilization Reports 68
- Frequency 70
- Most Expensive Extension 72
- Target 74
- Graphs 76
- Data Availability 78
- Unused Extensions/Lines 79

Chapter 4: Real Time 80

- Create View: Large Character 83
- Create View: Web Page 86
- Manage Views 87
- Create Layout 88
- Manage Layouts 92
- Create Real Time Reports 95

Chapter 5: Appendix 1 Backup 98

Chapter 5: Appendix 2 Report - A - Problem 99

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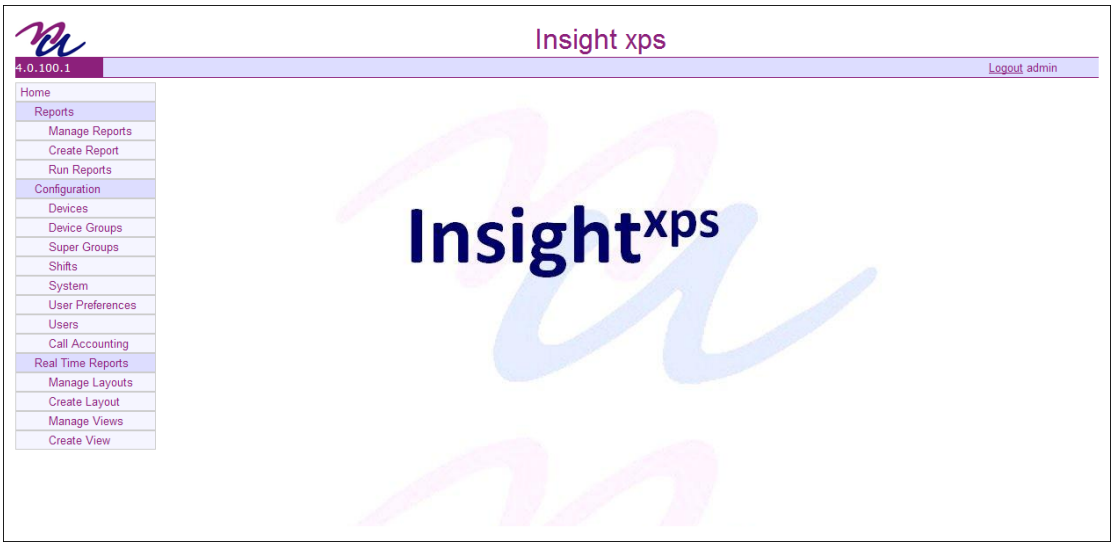
Introduction

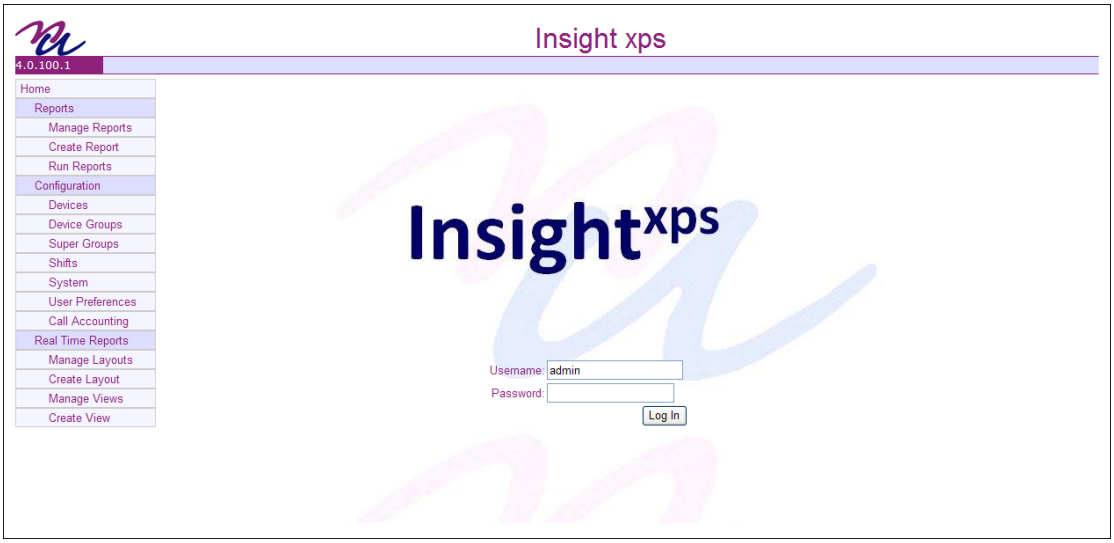


This is a generic manual for Insight[xps]. There may be slight variations depending on the software version and telephone system you are connecting to. The data available and therefore functionality is also telephone system dependent.
Insight[xps] is a call accounting tool providing:

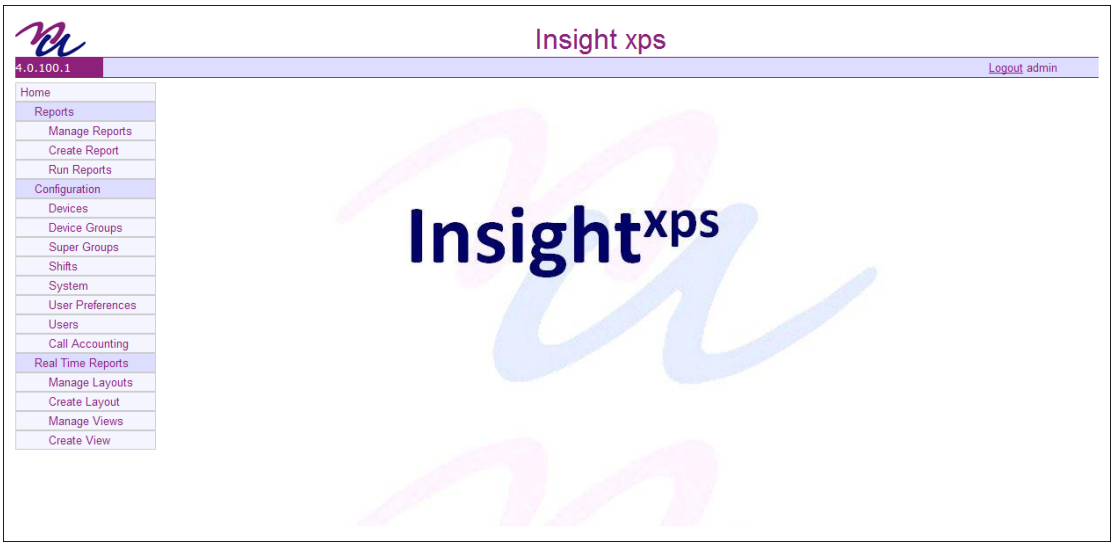
- **A range of historical reports** to allow you to plan strategy and expenditure. These reports can be generated automatically at user-defined times and output to the screen, to a printer or emailed in a variety of formats: html, excel and csv.
- **A simple interface to costing** to enable you to check or to change your current costs.
- **Real time displays and reports** which allow you to monitor and react to differing circumstances as quickly and efficiently as possible.

Introduction

To log in to Insight^{xps}: From the Home screen enter your Username and Password (case sensitive). *See page 22 for details on how to create a user.*



To log out of Insight^{xps}: From any screen use the option in the top right hand corner to logout.



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Introduction

The Home screen has three distinct areas: Reports, Configuration and Real Time.

- **Reports**

This area allows system administrators and users to create fully-configurable reports. The reports include details or summaries of calls and costs sorted in a variety of ways, graphical reports, utilization and performance reports.

Please note that reports will cease to run if the groups or shifts used to configure the reports have been deleted.

See Chapter 3: Reports

- **Configuration**

Configuration is a key element for creating reports and for real time displays. Insight[xps] on certain telephone systems is designed to recognize new devices and ***automatically*** add them to the database so that the configuration of every Extension, Line and DNIS on the telephone system is mirrored in the configuration of Insight[xps]. Other systems will require devices to be added manually.

Please note that as there is only one configuration for Insight[xps], all users logged into Insight[xps] will see the same configuration in terms of devices, groups, shifts and name formats.

See Chapter 2: Configuration

- **Real Time Reports**

Real time displays are visual displays providing feedback on the status of your Extensions and Lines. Data within these displays is updated as Insight[xps] receives the data from your switch.

Please note that CDR (Call Detail Record) data for a call is normally output from a switch at the completion, not the start, of the call.

See Chapter 4: Real Time

Configuration: Devices

The Insight[xps] must mirror the telephone system configuration so that data can be collected for each device used.

Once Insight[xps] has been installed and is receiving data then new devices are ***automatically*** added to the configuration if the telephone system integration supports this feature. It is possible to enter the devices manually if so required. These devices then simply require grouping according to user requirements for use in reports.

The following devices are configured in Insight[xps]:

Extensions	These are the physical internal connections to the telephone system to which a telephone, modem, fax or voicemail/auto attendant is connected.
Lines	These are the physical trunk lines that carry calls in and out of a building. There can only be one call on a line at a time and the call remains on the same line throughout its duration.
DNIS	Dialed Number Identification Service. These are the numbers dialed by your customers when calling your company.

Note: when entering devices manually, device numbers must be unique within their own device type.

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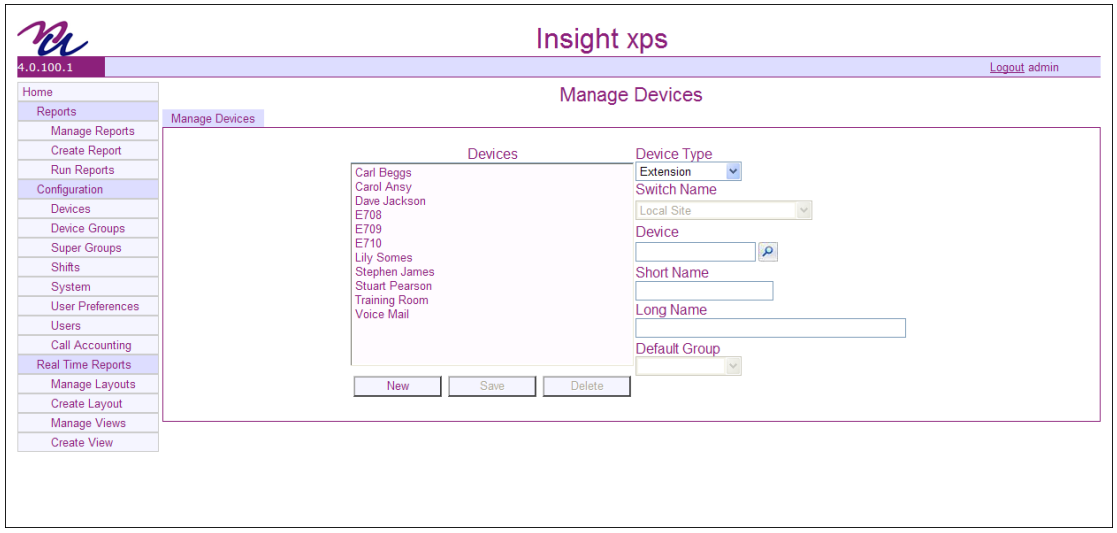
Configuration: Devices

To view Devices currently configured

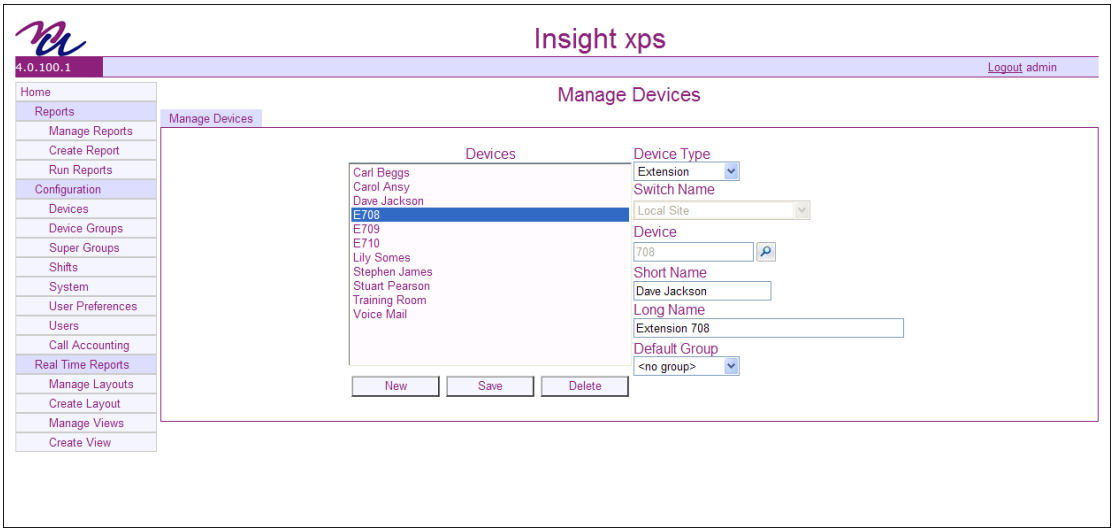
- Select **Devices**.
- From the **Device Type** drop-down menu select the device you require: DNIS, Extension or Line. A list of the relevant devices will be displayed under the heading Devices**.**



Configuration: Devices

To edit Devices

- Select **Devices**.
- From the **Device Type** drop-down menu select the device you require: DNIS, Extension or Line. A list of the relevant devices will be displayed under Devices.
- Highlight a device from the list and the information will be displayed on the right of the screen.
- You can also use the Search facility to locate the entry you require. *See page 12.*
- Amend the short name (20 characters) and the long name (40 characters) as required**.** ***Note****:* If you do not include the extension number within the short or long name then the extension number will not be visible on reports.
- Click **Save.**



Once you have entered your names you can use short Names or long Names as the default by selecting from the drop-down menu found under System. *See page 19*.

The default you select will also be used in the report screens for *selecting* devices and will be *displayed* on the reports for all users.

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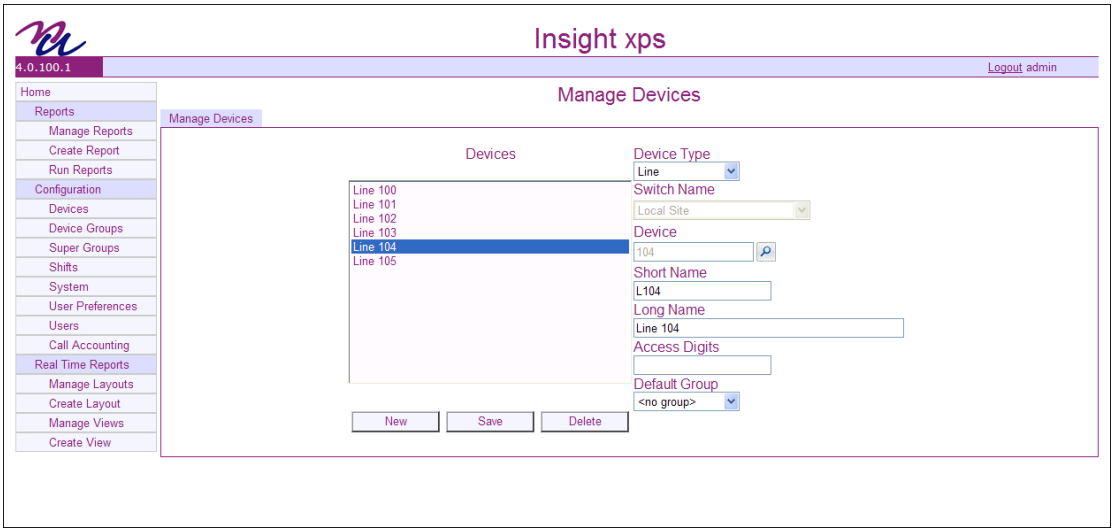
Configuration: Devices

To edit Devices

When devices are entered automatically they are by default assigned to **Default Group <no group>.** Devices can be put into as many groups as you wish for the purpose of running Reports and Real Time screens. Once the devices are in groups you can select one of the groups to be the default using this screen or the Device Groups screen. *See page 13 for information on creating groups*.

Line Devices

When editing Line Devices there is an extra field labeled Access Digits. Enter the Access digit for this Line ***only*** if it differs from the global access digit entered under the Translator Config page. *See page 24*.



Note: If amendments are made to the Access Digit field a restart of the services would be required. *See page 19*

Configuration: Devices

To delete Devices

- Select **Devices**.
- From the **Device Type** drop-down menu select the device you require: DNIS, Extension or Line. A list of the relevant devices will be displayed under Devices
- Highlight a device from the list and the information will be displayed on the right of the screen.
- You can also use the Search facility to locate the entry you require. *See page 12.*
- Click **Delete** and confirm the deletion**.**

***Note*:** You will not be able to delete a device in Insight[xps] which has data associated with it.

Note: Data is associated with the extension and not with the name. For example, if extension 1 is named Alan for 6 months and then changes to Ben, then Ben will inherit all the calls made by Alan in any historical reports.

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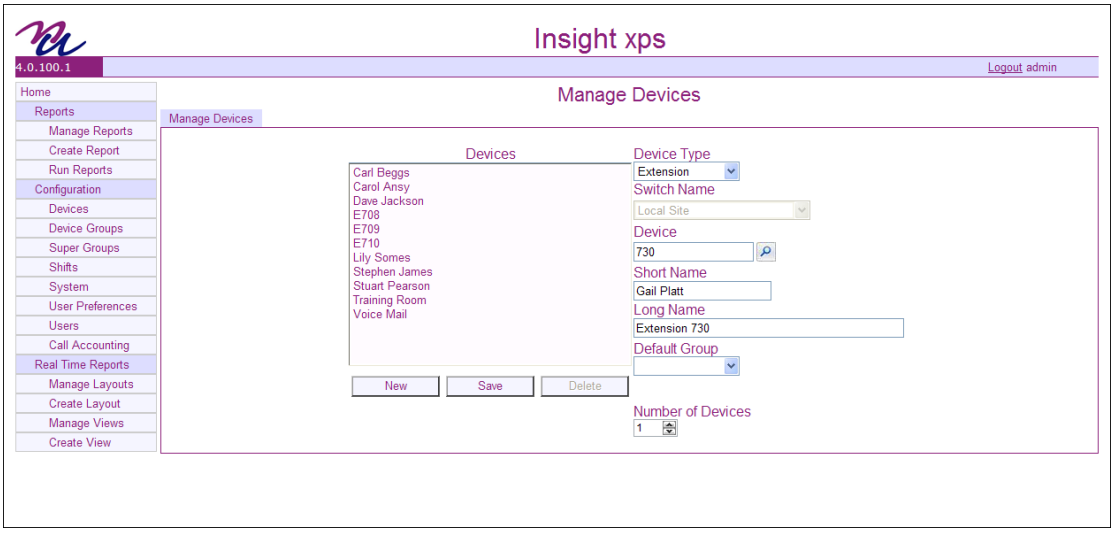
Configuration: Devices

To manually add Devices

- Select **Devices**.
- From the **Device Type** drop-down menu select the device you require: DNIS, Extension or Line. A list of the relevant devices will be displayed under Devices
- Click **New** and enter the new device information into the fields Device, Short name, Long name on the right of the screen. **Important:** when entering DNIS numbers manually you should enter only the last 7 digits in the *Device* field. The full DNIS number can be put into Short and Long name. We recommend allowing Insight[xps] to auto-populate the DNIS devices.
- If you wish to enter more than one device then select the required number under **Number of Devices**. Enter details for your first extension and once this has been saved a range of extensions will be added beginning at your first entry. For example if you enter extension 4240 and require 4 extensions then the system will add 4240.4241,4242,4243.

  Whatever you enter in Short name or Long name will be added to each extension and will be appended by the extension number. For example if you enter short name as Training the entries will appear as Training 4240, Training 4241 etc.
- Click **Save**.



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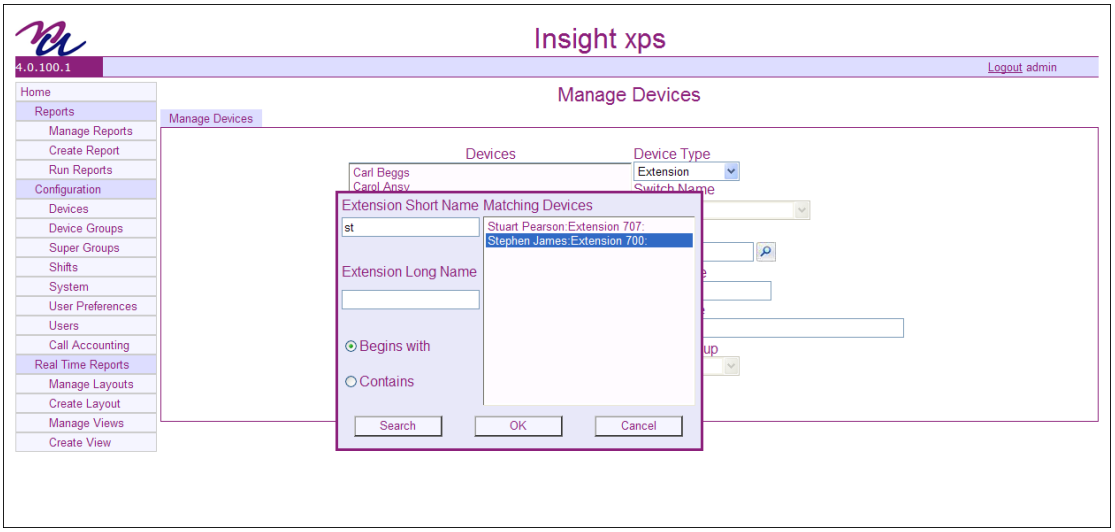
Configuration: Devices

To search for Devices

- Select **Devices**.
- From the **Device Type** drop-down menu select the device you require: DNIS, Extension or Line. A list of the relevant devices will be displayed under Devices**.**
- Click on the Search icon and the following screen appears:



- Enter a short name or long name in full or just enter a few numbers/letters
- Select **Begins** with or **Contains**
- Click **Search**
- Highlight the entry you require
- Click **OK**

Your selected device is now highlighted in the main listing and you can amend short and long names as required.

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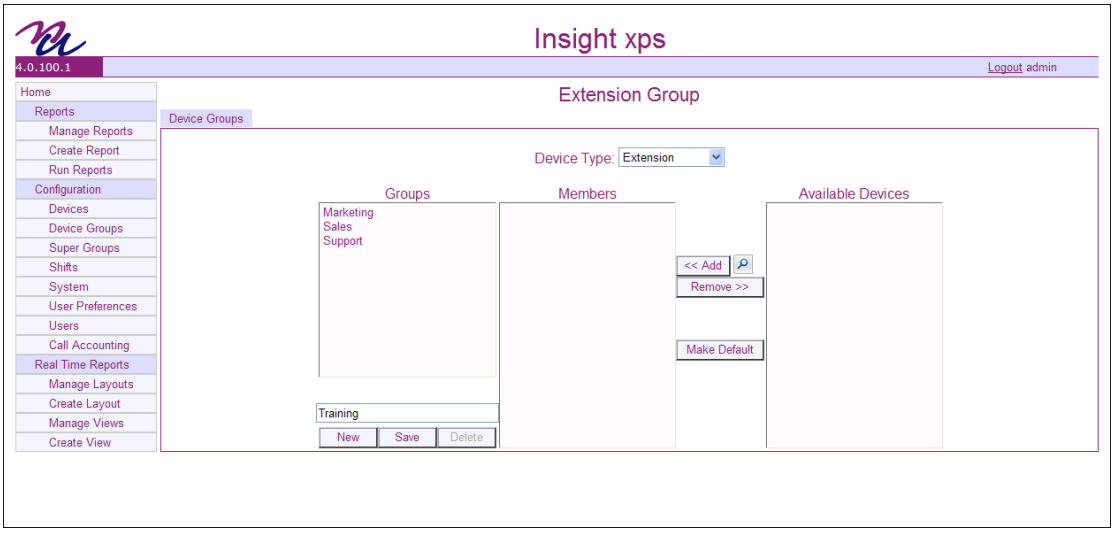
Configuration: Device Groups

A group is simply a collection of devices. A device can be in more than one group for reporting purposes, but it can only have one default group.



To create Device Groups

- Select **Device Groups**.
- From the **Device Type** drop-down menu select the device you require: DNIS, Extension or Line.
- Click **New**
- Click in the empty box above the word **New** and enter a name (20 characters) for the group.
- Click **Save** and the group name will be listed under **Groups.**

- Highlight the group name and all available devices will be listed on the right of the screen.
- Highlight the devices to be in the group (individually or use Shift/click or Ctrl/click) and select **<<Add.** You can also use the Search facility to locate the entry/entries you require.
- The devices will appear in the **Members** list and the group has now been created.
- If you wish this group to be the default for the devices then click **Make Default.**

Configuration: Device Groups

To delete Device Groups

- Highlight the group name and click **Delete**. Confirm the deletion and the group is removed.

  If you delete device groups they will no longer be visible in any previously configured super groups or reports or real time screens.

To remove members from the Group

- Highlight the group name and all devices in the group will be listed under **Members**
- Select the devices to be removed from the group (individually or use Shift/click or Ctrl/click) and select **>> Remove**
- The devices will be removed from the members list.

To rename Device Groups

- Select the group name and enter a new name for the group in the box above the word **New**.
- Click **Save** and the new name will be listed under Groups.

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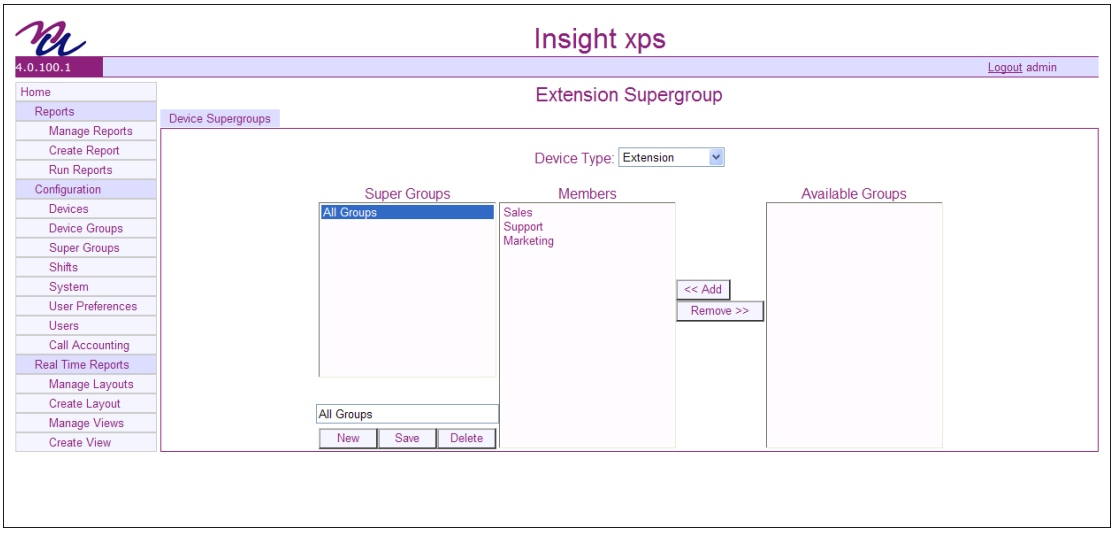
Configuration: Super Groups

Once all groups are configured they can be organized into super groups for reporting purposes. Super groups are merely groups of groups and require groups to have been previously created.



To create Super Groups

- Select **Super Groups**.
- From the **Device Type** drop-down menu select the device you require: DNIS, Extension or Line.
- Click **New**
- Click in the empty box above the word **New** and enter a name for the super group.
- Click **Save** and the group name will be listed under **Super Groups.**

- Highlight the super group name and all available groups will be listed on the right of the screen.
- Select the groups to be in the super group (individually or use Shift/click or Ctrl/click) and select **<<Add**
- The groups will appear in the members list and the super group has now been created.

Configuration: Super Groups

To delete a Super Group:

- Select the super group name and click **Delete**. Confirm the deletion and the super group is removed.

  If you delete super groups they will no longer be visible in any previously configured reports or real time screens.

To remove members from the Super Group:

- Highlight the super group name and all groups currently in the super group will be listed under **Members**
- Select the groups to be removed (individually or use Shift/click or Ctrl/click) and select **>> Remove**
- The groups will be removed from the members list.

To rename the Super Group:

- Select the super group name and enter a new name in the box above the word **New**.
- Click **Save** and the new name is listed under Super Groups.

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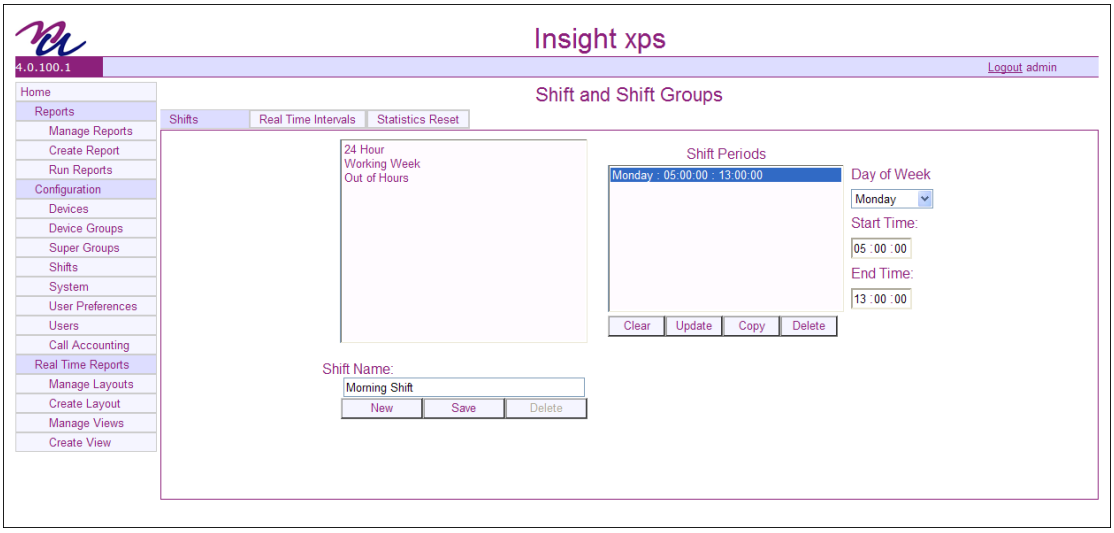
Configuration: Shifts

Use this screen to set up specific dates and times to be used in reports.



To create Shifts

- Click **New**
- Click in the empty box above the word **New** and enter a name for the shift (40 characters). You can not save the shift until you have entered the shift times.
- Select your day of the week and enter the times.
- Click **Add** and the date and time will appear under **Shift Periods.**

To add more than one date and time choose either of the methods below:

Method 1

- Click **Clear** and then select your next date and time.
- Click **Add**
- Continue to do this until all your dates and times are entered.
- Click **Save** and the shift name will be listed on the left-hand side of the screen**.**

Configuration: Shifts

Method 2

- With your first entry highlighted click **Copy** as many times as required and the entry will be copied.
- Highlight a copied entry, amend the days and times (Please note that when amending times you will need to click **Update** to make the change).
- Continue to do this until all your days and times are entered.
- Click **Save** and the shift name will be listed on the left-hand side of the screen**.**

To rename Shifts

- Select the shift name and enter a new name for the shift in the box above the word **New**.
- Click **Save** and the new name will be listed.

To delete Shifts

- Highlight the shift name and click **Delete**. Confirm the deletion and the shift is removed.

  If shifts are deleted then any report using these shifts will no longer run.

To amend Shifts

- Highlight the shift name and all dates and times will be listed under Shift Periods.
- Select the period to be amended.
- Amend the days and times. (Please note that if you are amending times you will need to click **Update** to make the change).
- Click **Save.**

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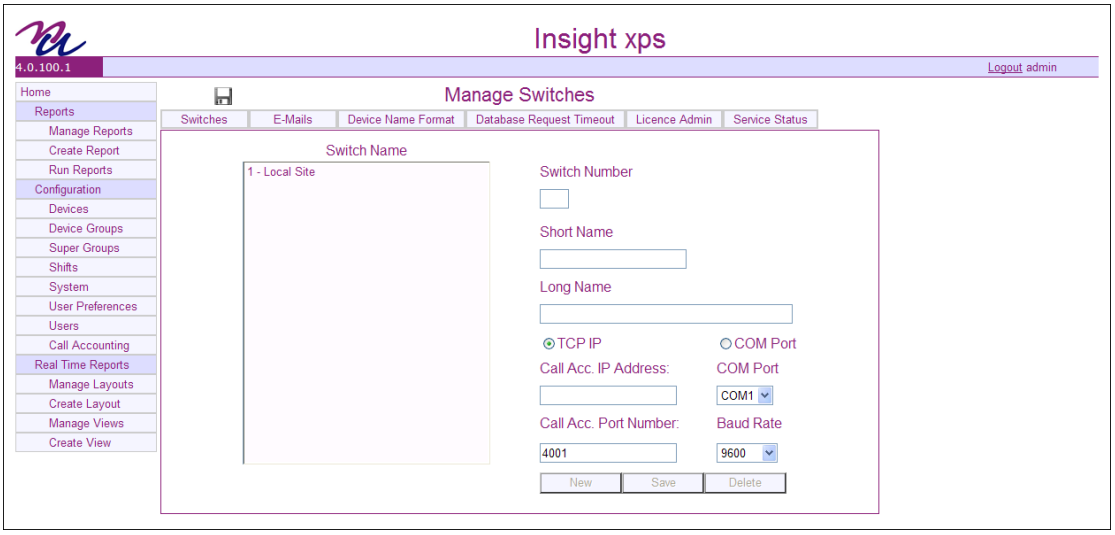
Configuration: System

This section has six distinct areas.



- **Switches:** this will show how Insight[xps] is connected to the switch. Enter the IP address and port of the switch. Note: **If amendments are made to these fields a restart of the services would be required.** *See below.* You can also amend the long and short name if you wish: these names will appear on the Translators page. *See page 24.*

- **E-Mails:** Enter the email server and sender to be used for emailing reports.

- **Device name Format:** this will allow you to decide if you wish your devices, in Configuration, Reports and Real Time to be in the **short** or **long** name format. Select your device type from the drop-down menu and then select short or long. This will apply to all users.

- **Database Request Timeout**: After the time, set in seconds, any report still running will be terminated.

- **License Admin**: This shows the details of your current license.

- **Service Status**: This allows you to restart the logging port and the reporting service if they are not running.

***Note*:** If you make changes to any of the above screens remember to save the changes on each screen.

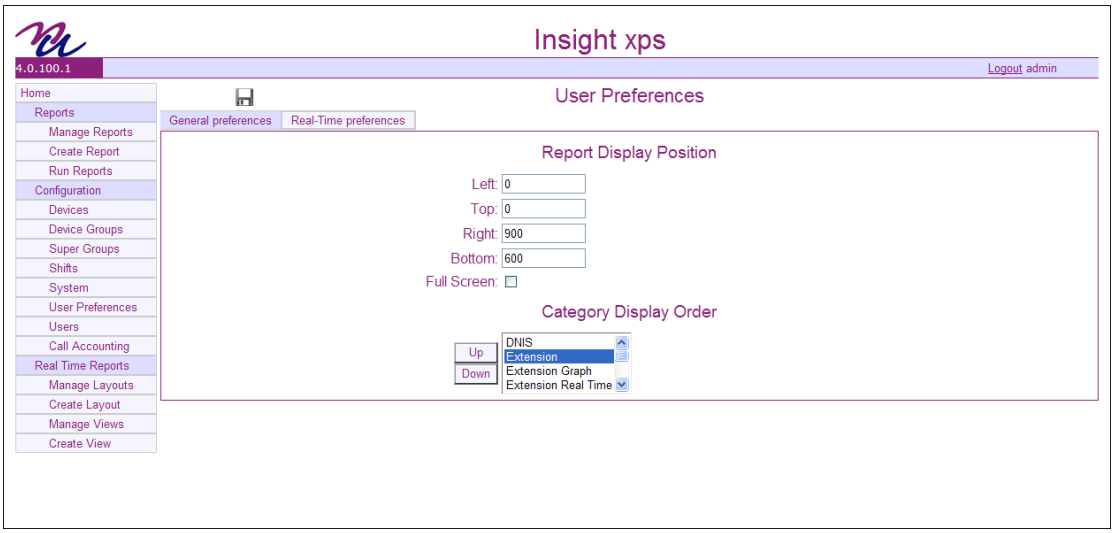
Configuration: User Preferences

These preferences are applicable only to the user currently logged in. This section has two distinct areas.

- **General preferences:** these relate to the layout of the **report** screens.
- **Real-Time preferences:** these relate to the layout of the **real-time** screens**.**

To configure General preferences

- Select **User Preferences** and the following screen is displayed.



- **Report Display Position:** To change the default **position** of a report, when displayed on the screen, enter new figures or click the full screen box.
- **Category Display Order:** To change the **order** of the report tabs highlight a category and then select Up or Down to move it to a new position.

***Note*:** If you make changes to this screen remember to save the changes.

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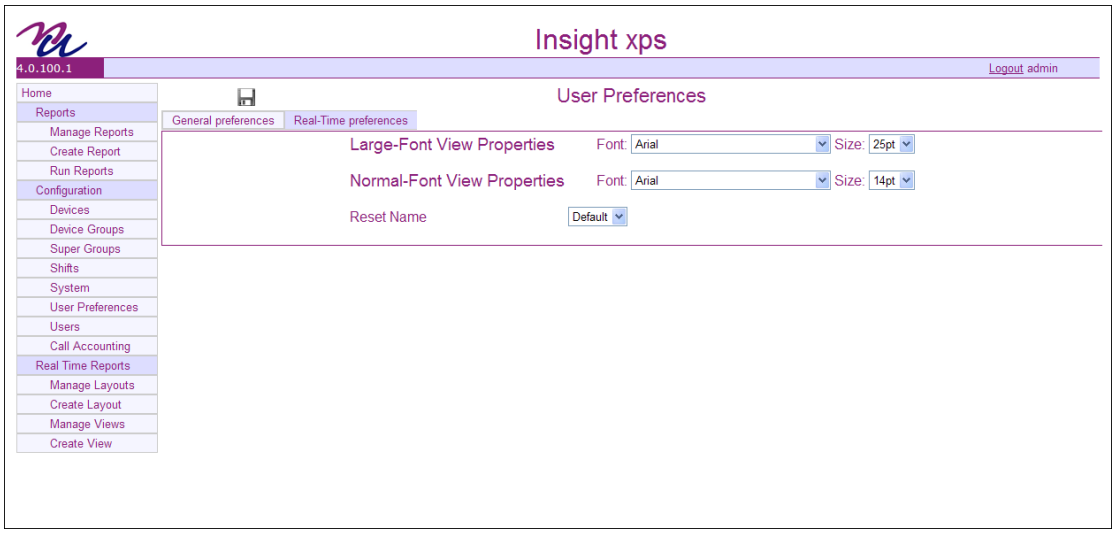
Configuration: User Preferences

To configure Real-Time preferences

- Select **User Preferences**.
- Click on **Real-Time preferences** and the following screen is displayed. This screen will show the default fonts and sizes for real time views.



- **Font View Properties**: Select a new font and size as required. Note that Large Font View applies to the **data** within a Large Character window and Normal Font View applies to the **header** within a Large Character window. *See Chapter 4 Real Time.*

***Note*:** If you make changes to this screen remember to save the changes.

Please note that as these properties apply to all Real Time screens then changing the defaults will affect any layouts previously configured for the current user.

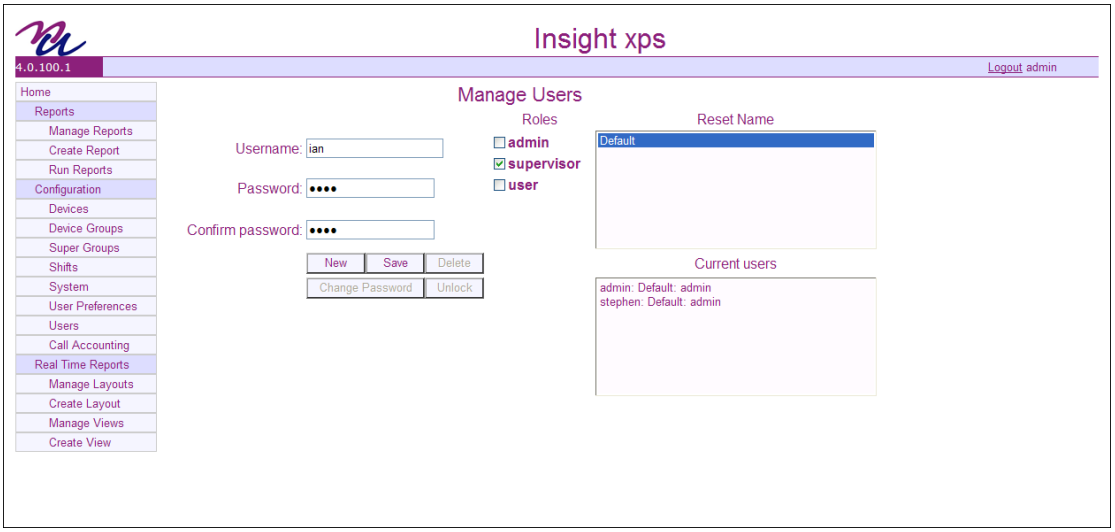
Configuration: Users

Use this option to create logins and passwords for users of Insight[xps] and also allocate admin, supervisor or user permissions.

- **Admin**: Has full access to the system and can also access other users' reports and real-time screens through a drop-down box in the right hand corner of the screen.
- **Supervisor**: Has no access to creating users and can not view other users' reports.
- **User**: The same restrictions apply as to the supervisor but in addition a user has no access to any of the options under Configuration except for User Preferences.

To create a new user

- Select **Users**.
- Click **New** and the following screen will appear.



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Configuration: Users

To create a new user

- Enter the new username and password and confirm the password.
- Select admin, supervisor or user.
- Click **Save** and the new user will appear under **Current Users.**

To delete a user

- Highlight the user under Current Users.
- Click **Delete**
- Confirm the deletion

If you delete a user then all reports for that user will also be deleted.

To change a password for a user

- Highlight the user under Current Users.
- Enter a new password and confirm it.
- Click on **Change Password**.

To unlock a user

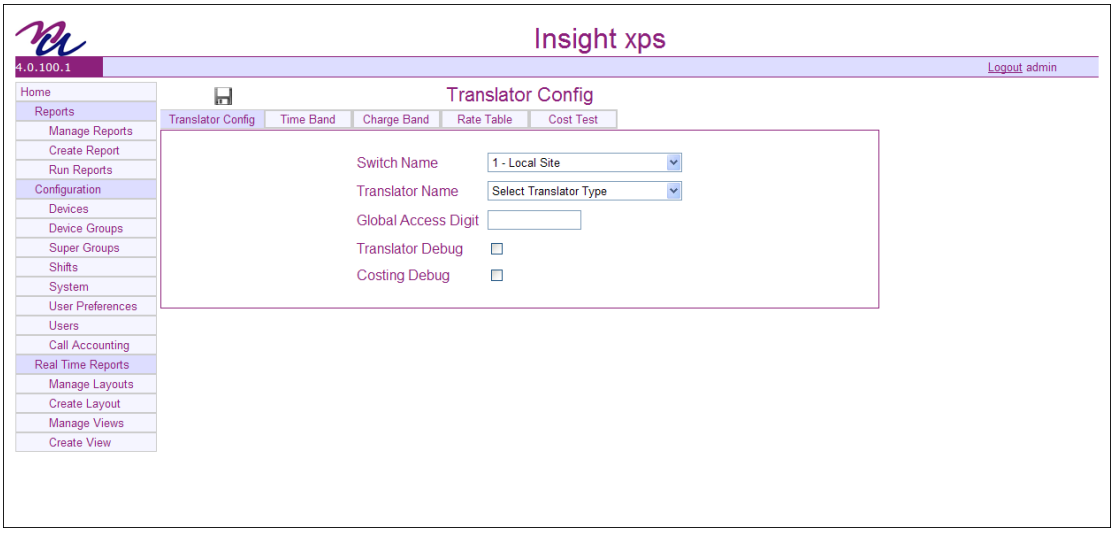
If a user attempts to login but is unsuccessful they can try again but after 5 attempts will be locked out of Insight[xps]. To re-instate user access:

- Highlight the user under Current Users.
- Click on **Unlock**.

Configuration: Call Accounting

This section has five distinct areas: Translator Config, Time Band, Charge Band, Rate Table and Cost Test.

Translator Config



- **Switch name** is the name allocated under System. *See page 19.*

- **Translator name** is the default name for your switch translator.

- **Global Access Digit**. Use this to enter the access digit for your switch or leave blank if your switch does not output an access digit. For example all outgoing calls may be prefixed with a 9, so enter 9 in this field. If the majority of your lines use 9 but a few lines use 7 then enter 9 in this field and enter a 7 against the individual lines in Devices. *See page 9.*

  Entering the correct digit in this field allows the costing utility to ignore the access digit when costing the calls.

- **Translator Debug: Costing Debug**. You would only be required to activate these boxes if requested to do so following a support query.

  If amendments are made to any of these fields a restart of the services would be required. *See page 19*

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Configuration: Call Accounting

The following pages explain the utilities which allow you to check and to change your costs if required. To cost a call Insight[xps] requires the following information:

- When the call was made i.e. the day and the time (**Time Band**)
- The number dialed (**Charge Band**)
- The charge to be applied to the duration of the call (**Rate Table**)

Example: On Saturday at 8pm a call is made to France 01133123456789 lasting 5 minutes

Step 1 is to determine the **Time Band** to be used

If there is only one time band (**Every Day**) then this call will be charged at the same rate no matter what day or time the call took place.

Alternatively you may have two time bands: one which is for weekdays (**Weekdays**) and one which is for the weekends (**Weekends)**. In this case it would matter which *day of the week* the call took place as they would usually be costed at different rates.

Alternatively you may have three time bands: one which is Midnight to 8am (**AM**), the next for 8am to 8pm (**PEAK)** and one which is for 8pm to Midnight (**PM**). In this case it would matter what *time of the day* the call was made as the AM and PM rates might be cheaper than the PEAK rate.

Step 2 is to use the **number dialed** to determine **the Charge Band** to be used

For example you may classify all calls beginning 7 as **Local** calls whereas all calls beginning 011 are to be classified as **International** and all calls beginning 900 as **Premium** calls. You could if you wished be more specific and say that 011 are International but 01133 is **France**. In this case the cost to France can be set at a different rate from a general international call.

Step 3 is to find the **Rate** at which to cost this call

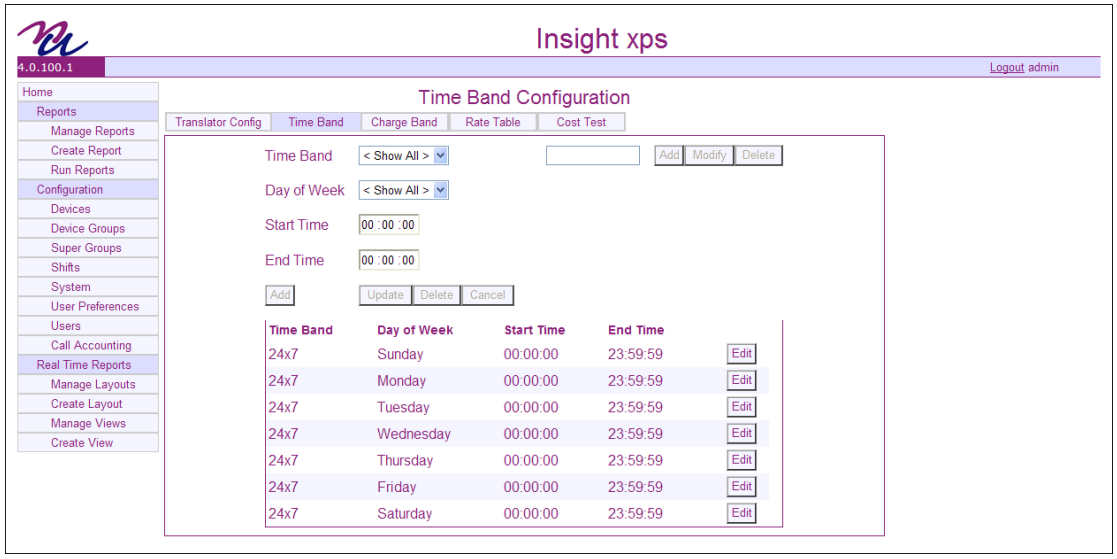
The rate table lists every time band and every charge band you wish to use and against each combination sets the charge for the call. So in the example given it might be that the time band is Every Day and the charge band is France. In the Rate Table this combination would then identify how much to charge for this call per second, per minute or per call.

Configuration: Call Accounting

Time Band - View

- Select **Show All** in **Time Band** and **Day of Week** to view all time bands or
- Select specific time bands and/or days from the drop-down list.

In the example below there is one time band named **24x7** which has been allocated to every day of the week for 24 hours of the day. Therefore a specific international call, for example, will be charged at the same rate no matter what day or time the call was made.



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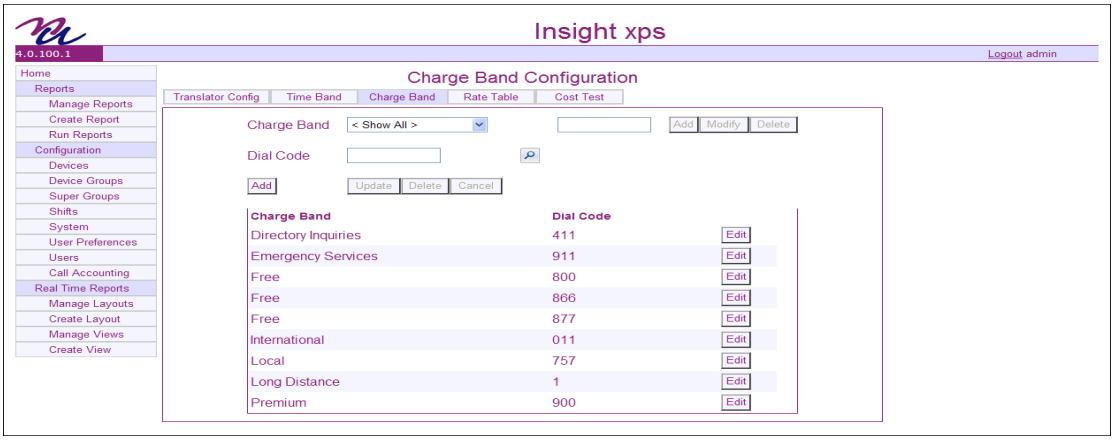
Configuration: Call Accounting

Charge Band – View

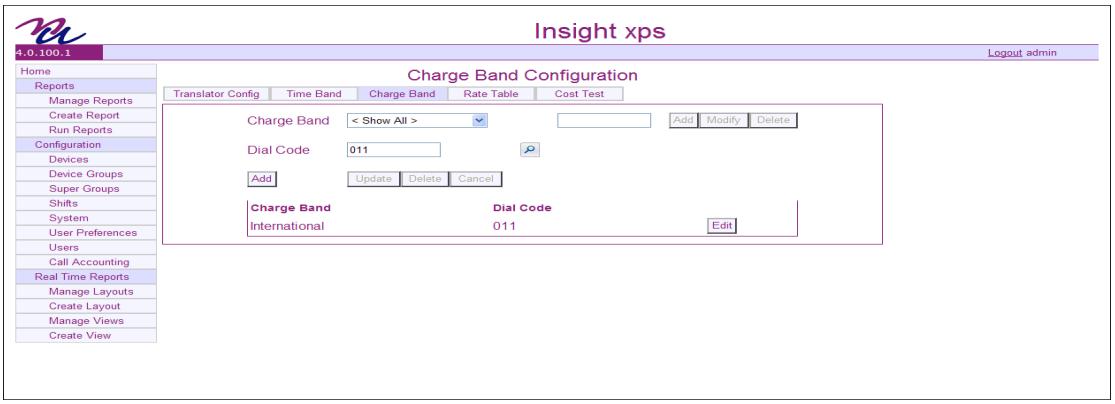
- Select **Show All** in **Charge Band** to view all charge bands or
- Select specific charge bands from the drop-down list.

In the example below any call beginning 757 is defined as a **Local** call and any call beginning 011 is defined as an **International** call. The cost for a local or international call is allocated in the Rate Table screen. *See page 28.*



Charge Bands – Search for Dial Codes

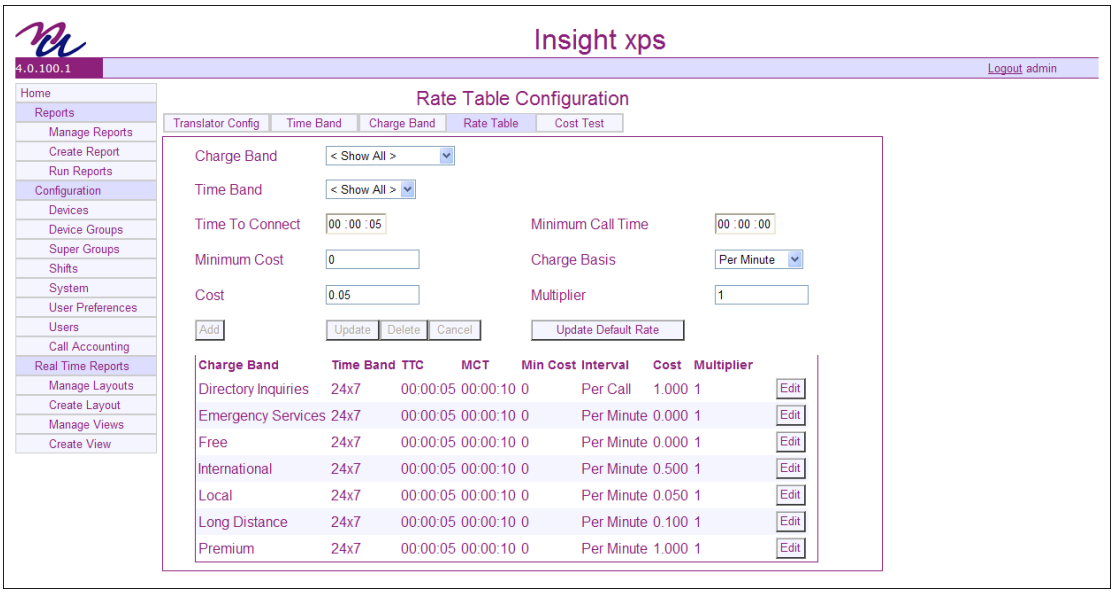
- Enter the required **Dial code** (in full or just the first part of the dial code: in the example below 011) and ensure the **Charge Band** field is set to **Show All.**
- Click on the **Search** icon to the right of the Dial Code field and matching entries will appear at the bottom of the screen.



Configuration: Call Accounting

Rate Table – View

- Select **Show All** in **Charge Band** and **Time Band** to view all rates or
- Select specific charge bands and/or time bands.



Minimum Call Time	This determines which calls are costed. Set at 0 seconds every call will go through the costing process. Set to 10 seconds only calls over 10 seconds will go through the costing process.
Time To Connect	Those calls which are to be costed will have a certain amount of time removed from the total call time to allow for the set-up of the call. In the example above a call of 60 seconds would have 5 seconds removed so that only 55 seconds of the call was costed.
Minimum Cost	A call can cost more than this but cannot cost less. This is the minimum cost.
Charge Basis	Calls can be costed per minute/per second/per call.
Cost	This is the cost per minute/per second/per call.
Multiplier	Use this to increase or decrease costs by multiplying the cost by a number. For example a 2 would double the cost but 0.5 would halve the cost.

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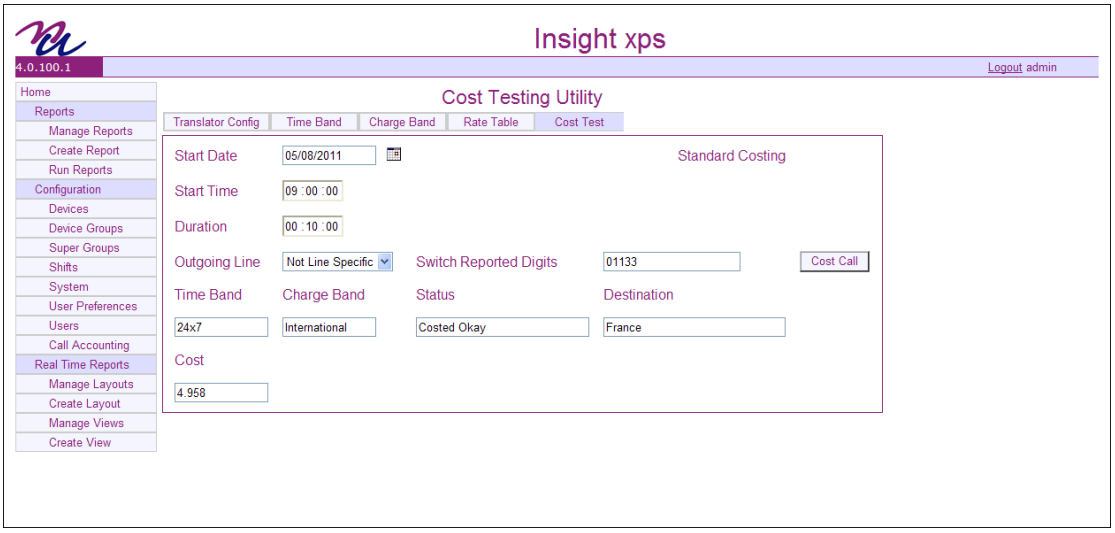
Configuration: Call Accounting

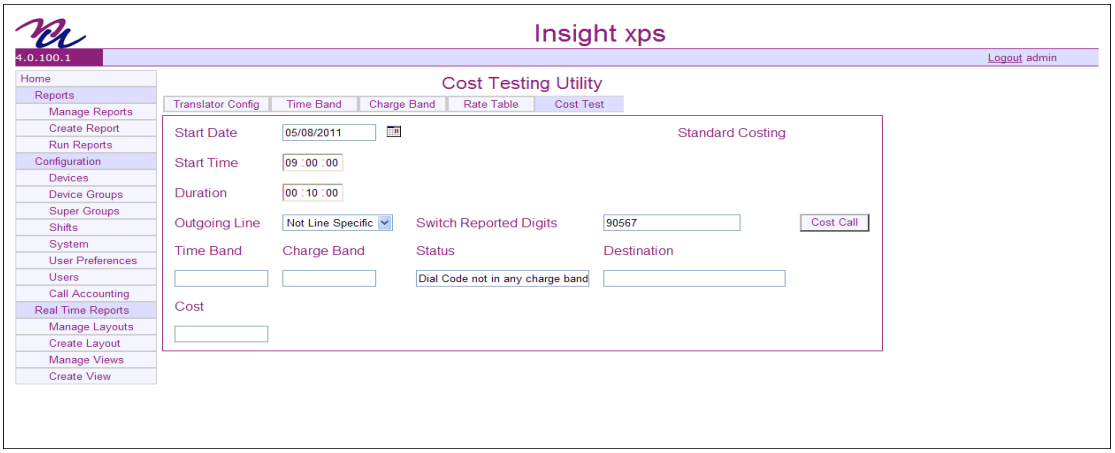
Cost Test

This option allows you to check that your costing is working correctly. Fill in the details and click **Cost Call** to view the details at the bottom of the screen.

- Select a **Start Date** and a **Start Time.**
- Enter the **Duration** of the call in hh:mm:ss.
- **Outgoing Line:** Select a particular line from the drop-down list if required.
- Enter the number for your call in **Switch Reported Digits**.
- Click **Cost Call.**
-



The bottom of the screen will display the Time Band, Charge Band, Destination and Cost. If there are errors in your cost tables you will be informed in the Status field as in the example below.



Configuration: Call Accounting

Please Note: The Insightxps will be pre-configured with your cost tables and should require little or no amendment.

Should you decide to amend, delete or add within these costing utilities please remember that the three tables are linked together and errors may occur in the Rate Table if the other two tables are incorrect.

Changes made to the cost tables will not take effect until you restart your services. See page 19. Use Cost Test to check the changes you have made before you restart services and commit the changes to the costing configuration.

Important Note: If you edit the Time Band table you must ensure that your Time Bands cover every day of the week and every hour of the day, otherwise calls made in the 'missing' time will not be costed.

Important Note: If you edit the Charge Band table you must ensure that your Charge Bands cover every possible number which might be dialed, otherwise calls to these 'missing' numbers will not be costed

Important Note: If you edit the Rate table you must ensure that you utilize all the time bands against each of the charge bands otherwise calls to 'missing numbers' made in the 'missing' time will not be costed.

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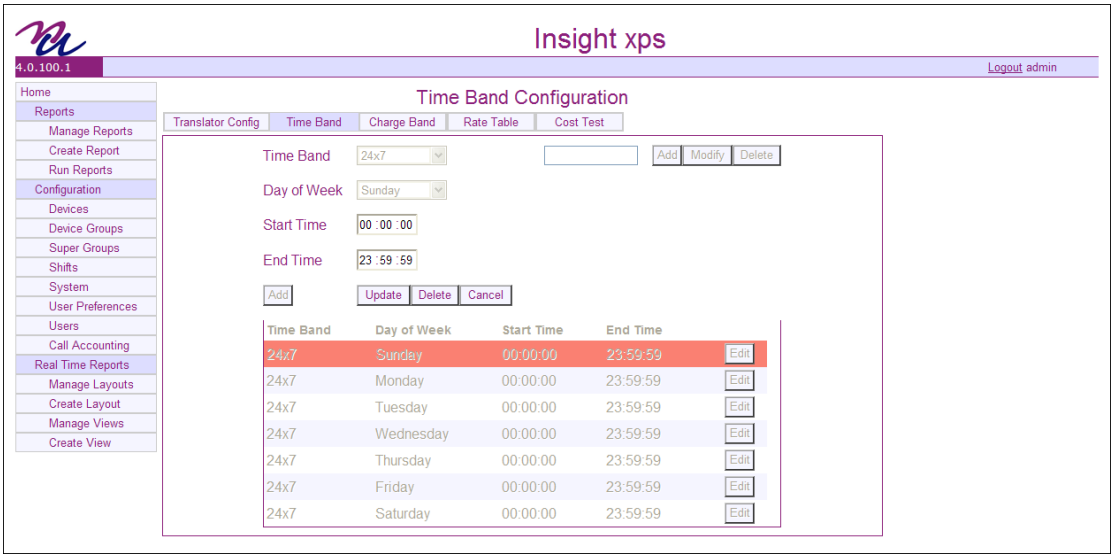
Configuration: Call Accounting

Time Band - Delete day

This option will delete the whole day from the time band. **Be sure to replace this with other entries to cover the whole 24 hours of the day.** *See adding entries page 34.*

- Click on the **Edit** button. The entry is highlighted in red and the details are displayed at the top of the screen.
- Select **Delete** to remove the whole day from this time band.



If you delete all days from a Time Band that is currently configured in the Rate Table then the Rate Table will display error messages.

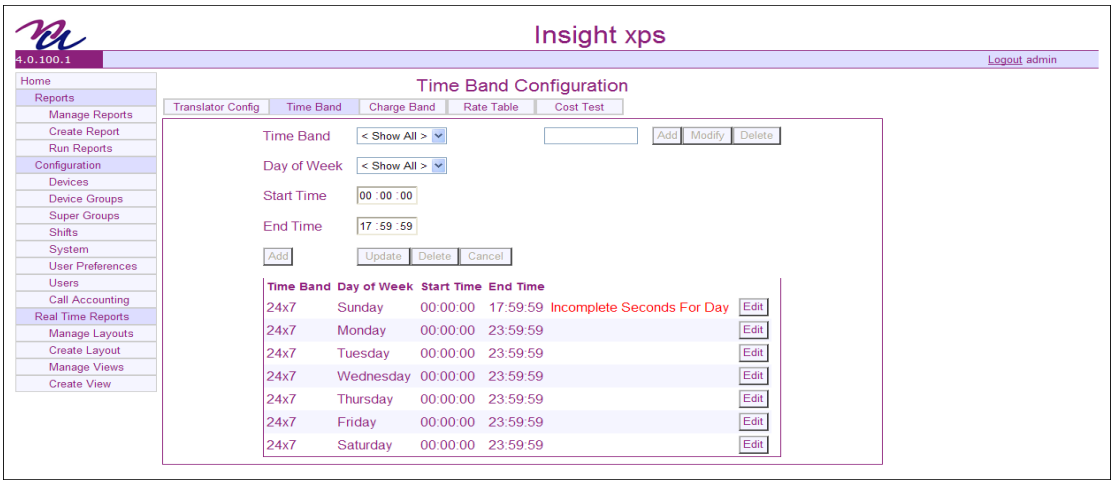
Configuration: Call Accounting

Time Band - Update Times

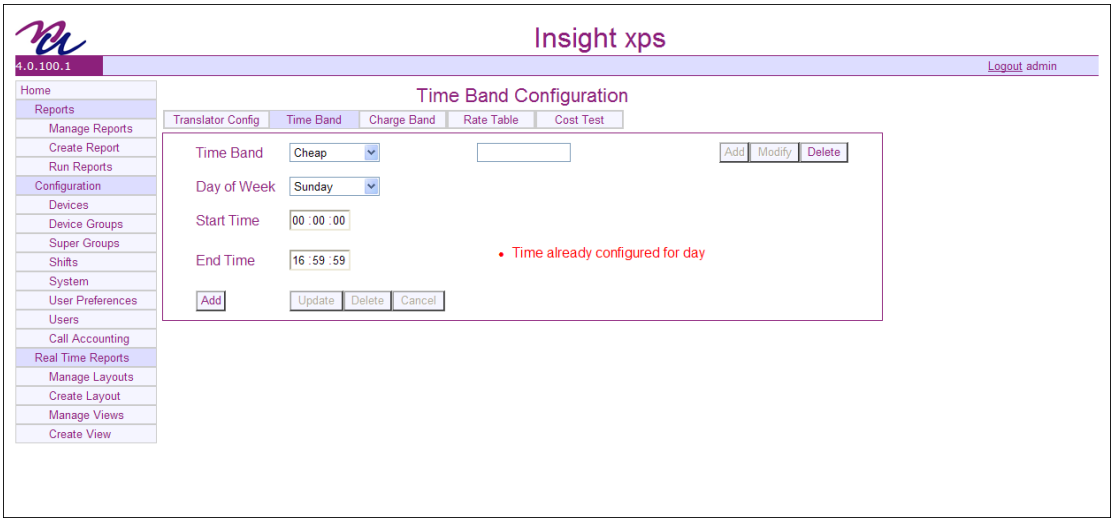
This option allows you to amend the times for the Time Band. If you change the time for an entry you must ensure that you add other entries to cover the whole 24 hours of the day. *See adding entries page 34.*

- Click on the **Edit** button. The entry is highlighted in red and the details are displayed at the top of the screen.
- Enter the Start and End time required.
- Select **Update** to save the changes to the times.

If you do not cover the whole 24 hours for a particular day then you will be informed as below:



If you attempt to enter times which overlap you will also be informed:



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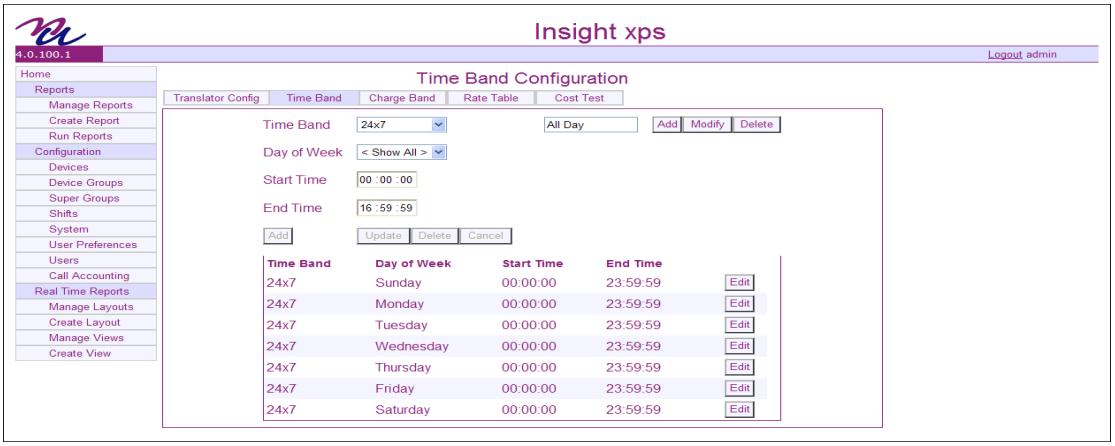
Configuration: Call Accounting

Time Band - Rename Time Band

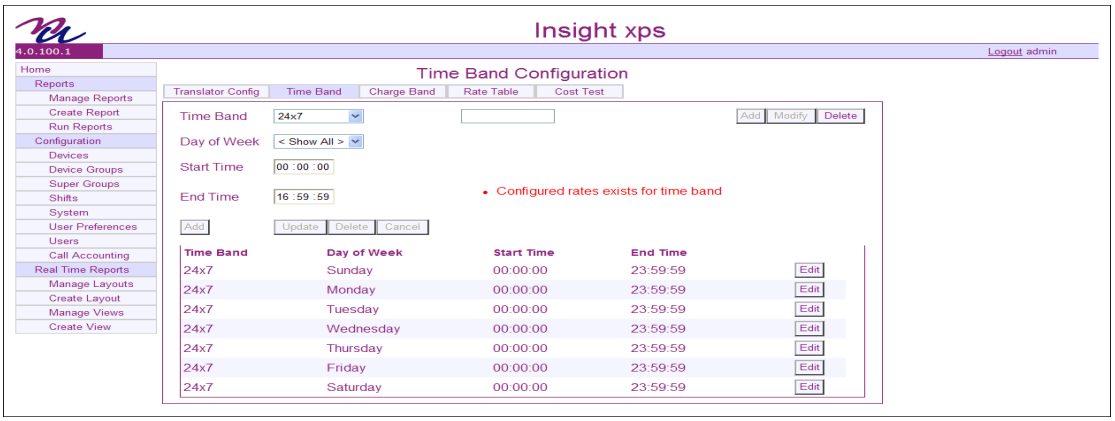
- Select the name you wish to change from the drop-down list under **Time Band.** In this example **24x7.**
- Enter a new name in the box on the right, in this example **All Day**, and click **Modify**.



Time Band – Delete Time Band Name

- Select the name you wish to delete from the drop-down list under **Time Band.**
- Click **Delete**.

You can not delete a time band name if that time band is configured in the Rate Table.



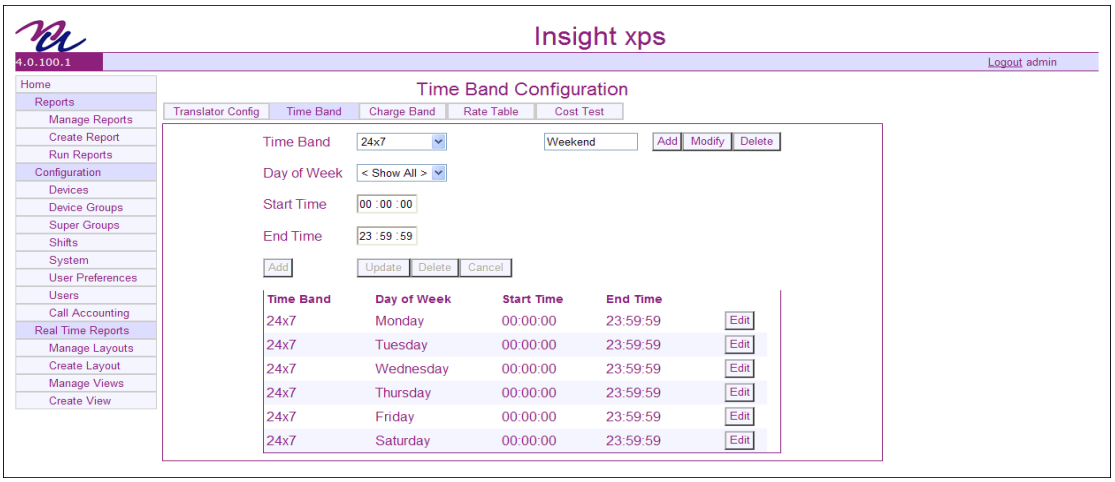
Configuration: Call Accounting

Time Band

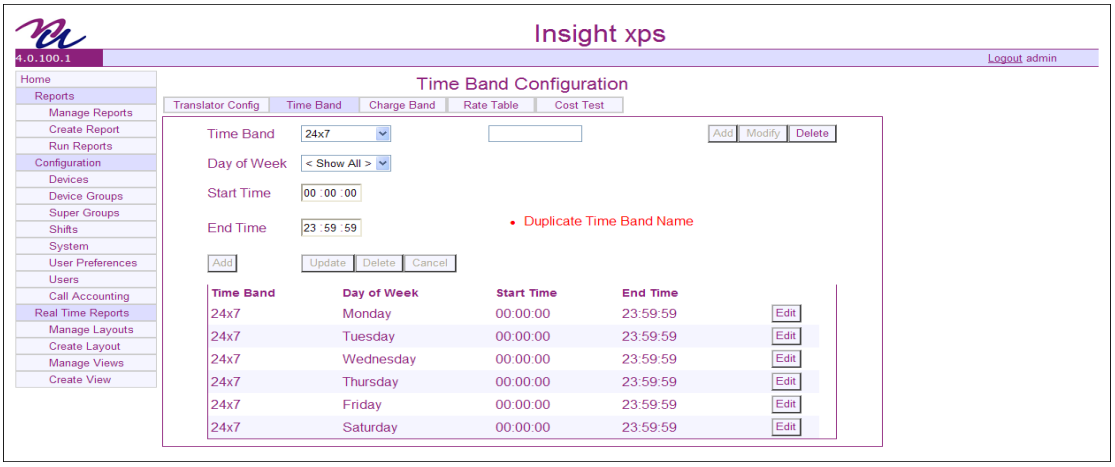
Your pre-configured Time Bands will cover every day of the week for 24 hours. If you have deleted days or amended times or wish to create new time bands then you will need to add entries.

To add a new Time Band

- Type in the name of the new Time Band in the box on the right (in the example below 'Weekend') and then click **Add**. The name will appear in the drop-down list called Time Band.



If you enter a name which already exists then you will be informed as below:



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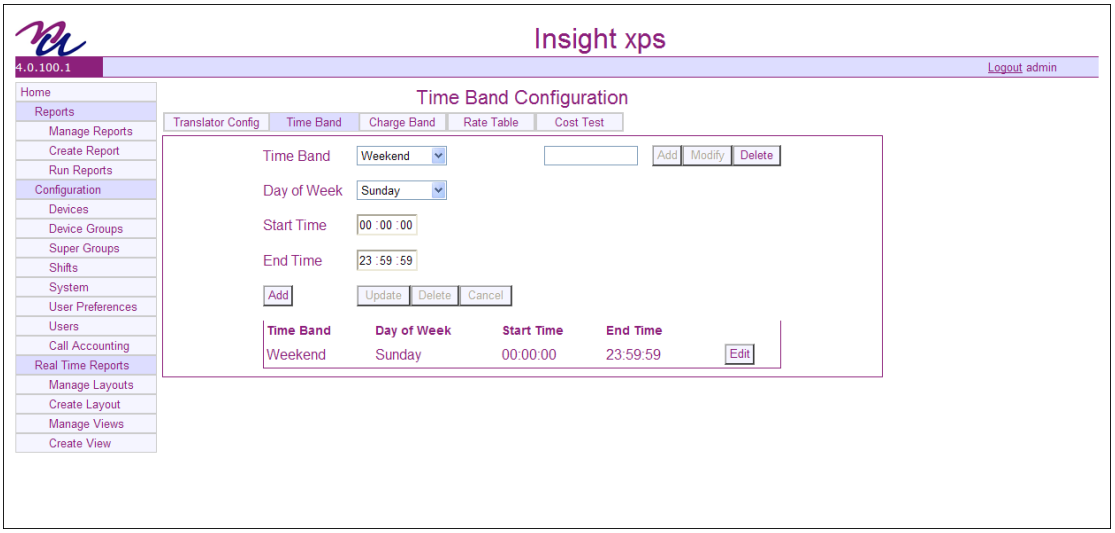
Configuration: Call Accounting

Time Band - Adding Time Band

- Enter the day and times for this time band and click **Add.** If successful the entry will appear at the bottom of the screen



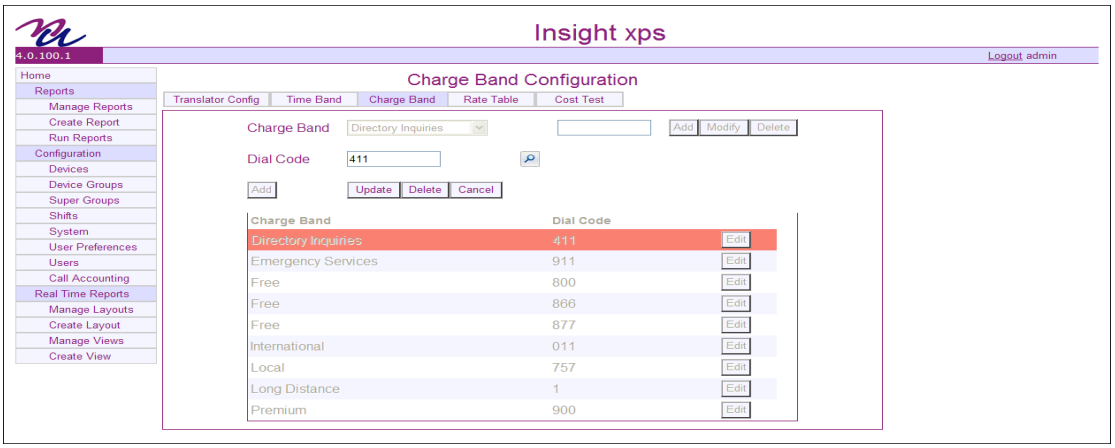
Configuration: Call Accounting

Charge Band - Delete Dial Codes

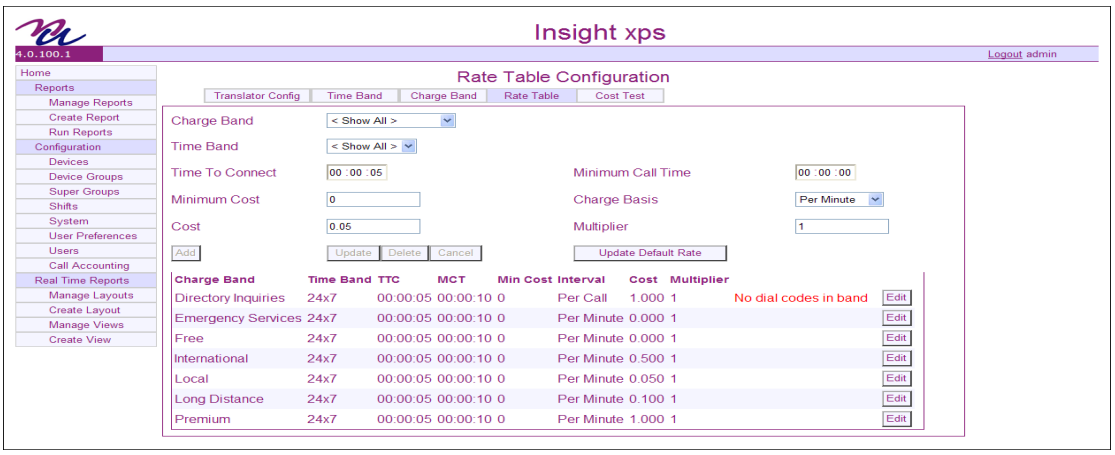
This option will delete the digits from the charge band and any call made using these digits will not be costed**.** For example if you delete 01133 then a call to France may still be costed if 011 exists as a general international code. However, if you delete 011 then no international calls will be costed!

If the digits are valid numbers and you delete them by mistake be sure to replace them in the Charge Band Table. *See adding entries page 39.*

- Click on the **Edit** button. The entry is highlighted in red and the details are displayed at the top of the screen.
- Select **Delete** to remove the digits from this Charge Band.



If you delete all the digits from a particular Charge Band that is currently configured in the Rate Table then the Rate Table will display the following error message. In the example below all Directory Inquiry numbers have been deleted!



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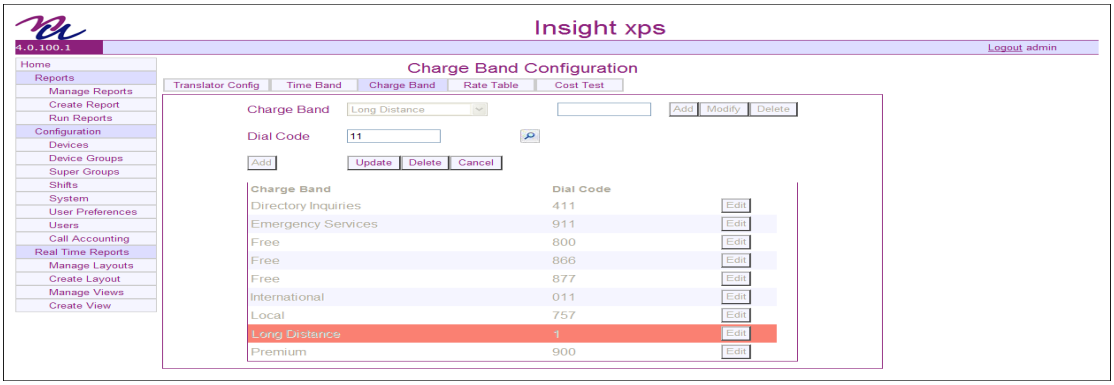
Configuration: Call Accounting

Charge Band - Update Dial Codes

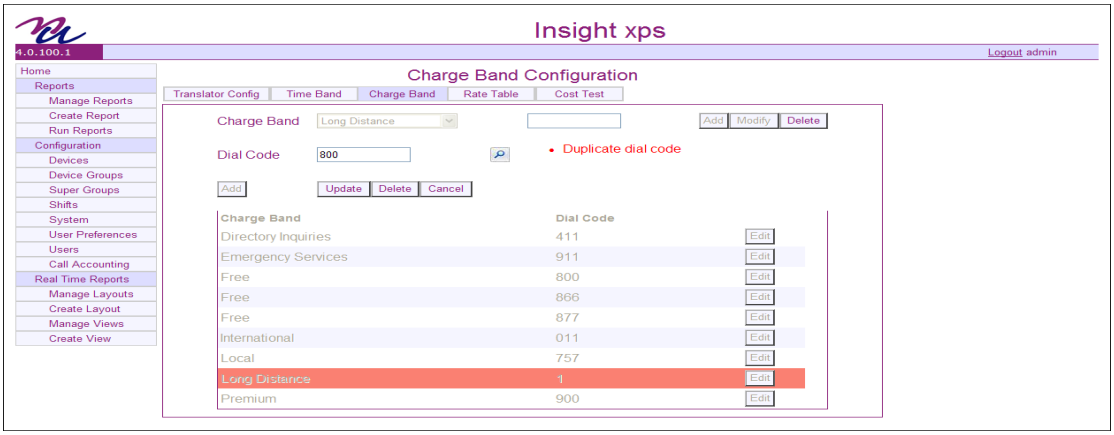
Use this option to change the dial codes within a Charge Band

- Click on the **Edit** button. The entry is highlighted in red and the details are displayed at the top of the screen.
- Enter the new digits required.
- Select **Update** to save the change.

In the example below the long distance calls beginning 1 are being amended to 11. If this change is made then calls beginning 10, 12, 13, 14 etc would not be costed since 1 would no longer exist in the table. **Be very careful in amending digits**.



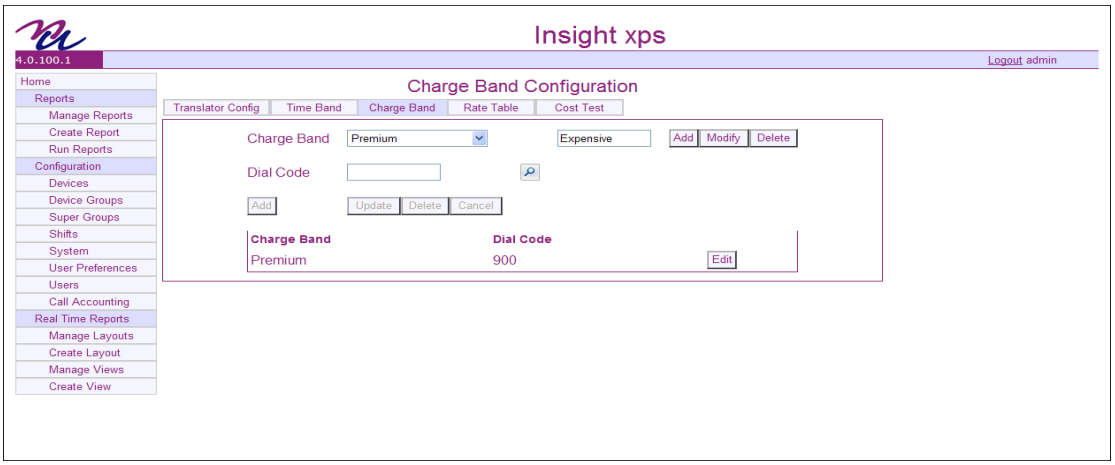
If you amend a dial code and use digits which already exist you will be informed as below and the change will not be made:



Configuration: Call Accounting

Charge Band - Rename Charge Band

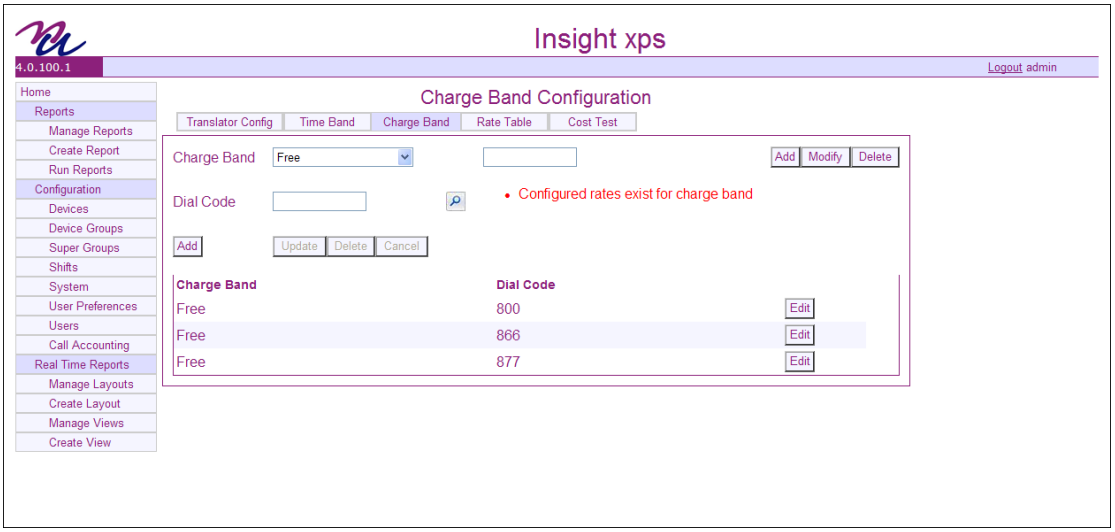
- Select the name you wish to change from the drop-down list under **Charge Band.**
- Enter a new name in the box on the right and click **Modify**. You can not use a name already in the Charge Band list.



Charge Band – Delete Charge Band Name

- Select the name to be changed from the drop-down list under **Charge Band.**
- Click **Delete**.

You cannot delete time bands once they have been allocated to rates.



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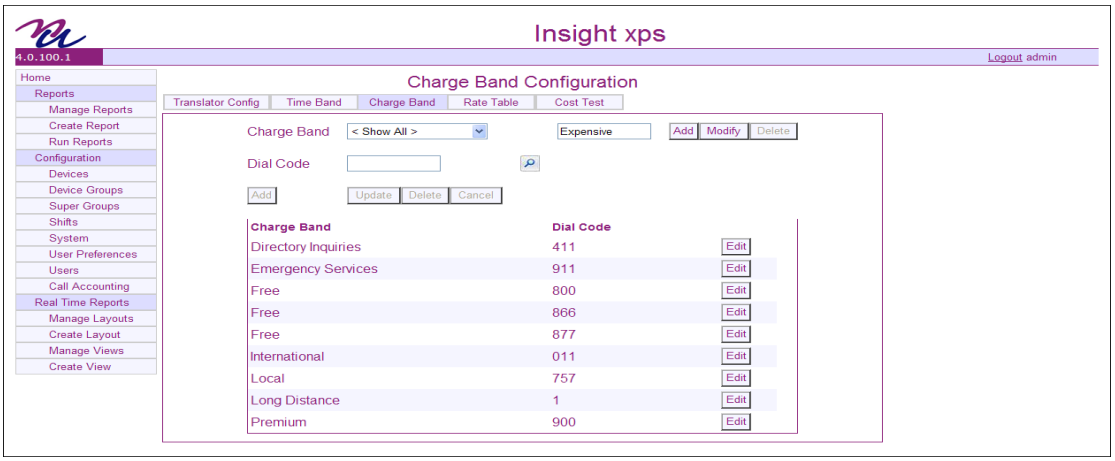
Configuration: Call Accounting

Charge Band

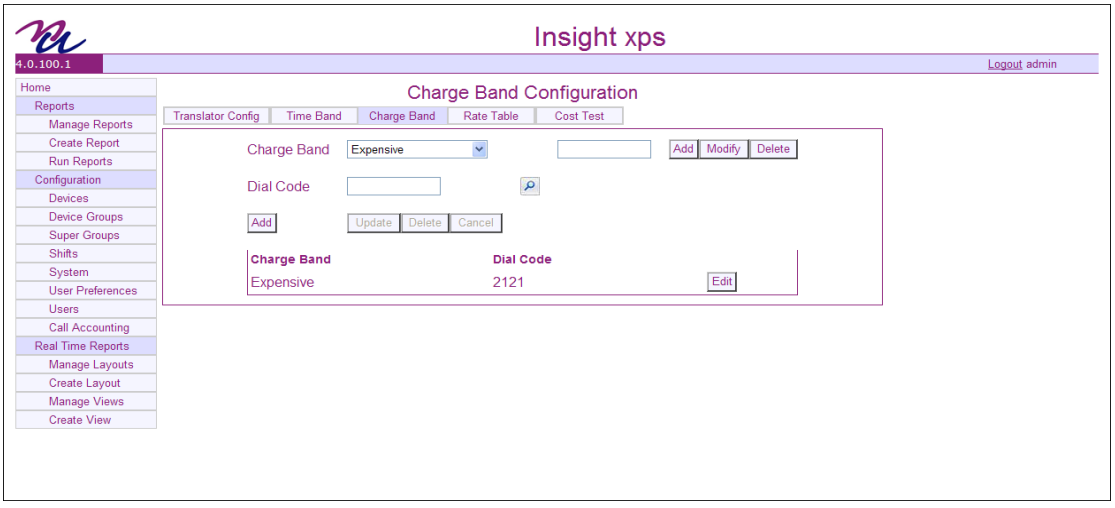
Your pre-configured Charge Bands will cover all digits. If you have amended or deleted digits and charge bands then you will need to add entries.

To add a New Chargeband

- Type in the name of the new Charge Band in the box on the right (in the example below 'Expensive') and then click Add. The name will appear in the field Charge Band.



- Enter the Digits for this Charge Band and click **Add.** The entry will appear at the bottom of the screen.

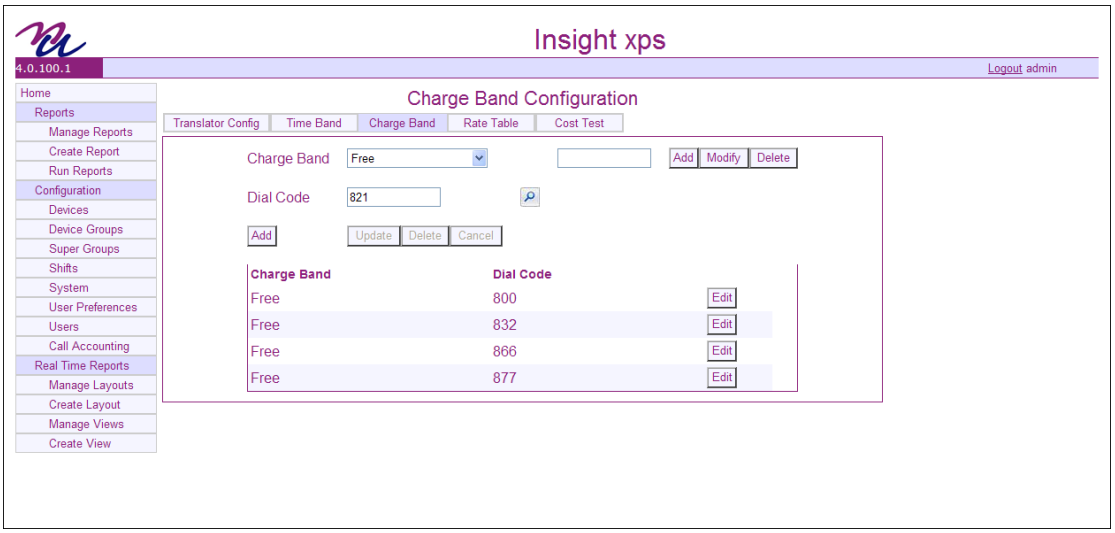


Configuration: Call Accounting

Charge Band – Adding Dial Codes

You may wish to add digits to an existing Charge Band. For example new premium numbers may be introduced which require entry into the table.

- Select an existing Charge Band name from the drop down list.
- Enter the digits required.
- Click **Add**



However, you will not be able to put into a charge band any digits which already exist. You would need to delete the digits before you could add them to a new charge band.

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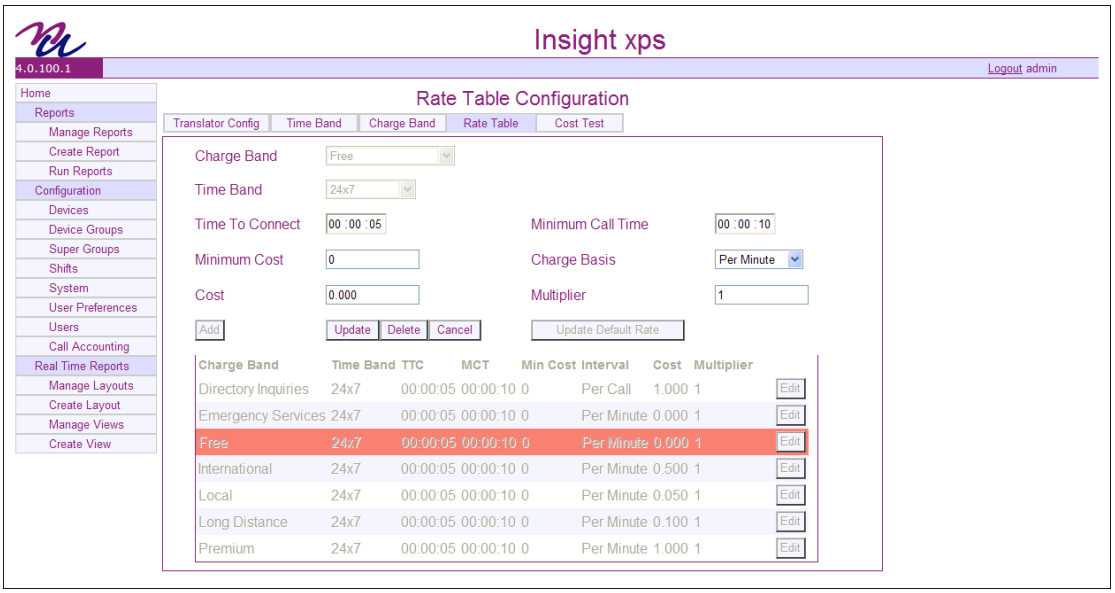
Configuration: Call Accounting

Rate Table - Delete Rate

This option will delete the rate for the selected charge band/time band from the table and all calls within this charge band/time band combination will not be costed. **If you delete by mistake you must re-instate a rate for the charge band/time band.** *See adding entries page 43.*

- Click on the **Edit** button. The entry is highlighted in red and the details are displayed at the top of the screen.
- Select **Delete** to remove the rate for this charge band/time band.

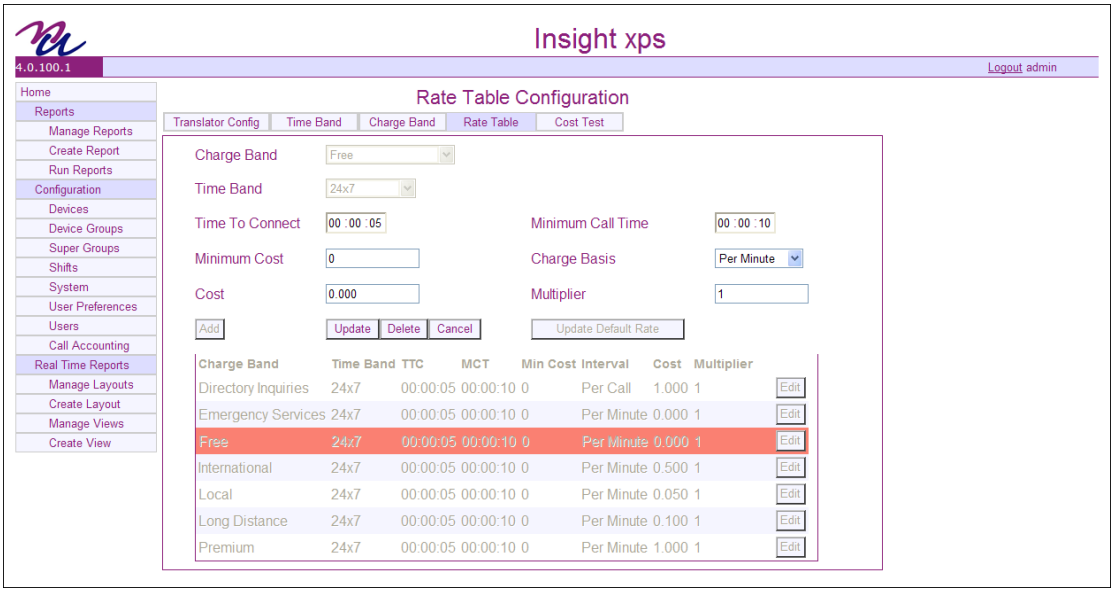


Configuration: Call Accounting

Rate Table - Update Rates

This option allows you to amend the rates.

- Click on the **Edit** button. The entry is highlighted in red and the details are displayed at the top of the screen.
- Enter the required changes. *See page 28 for details of these fields.*
- Select **Update** to save the changes.



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Configuration: Call Accounting

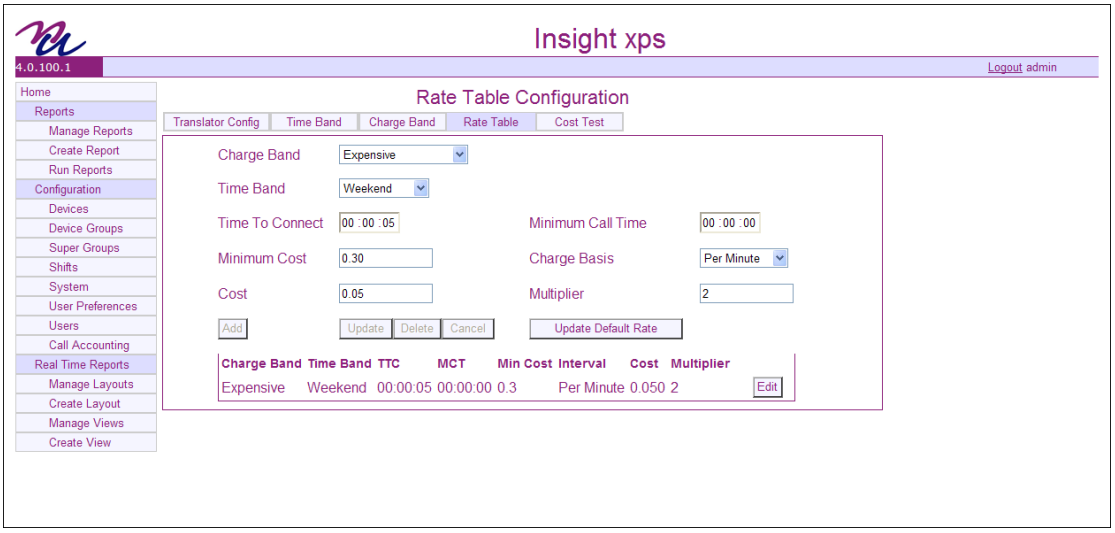
Rate Table

If you have deleted rates by mistake or you have new rates to add then you can use the following.

To add a New Rate

- Select the **charge band** and the **time band** from the drop down lists. If there is no rate configured then no entry will appear at the bottom of the screen. Complete the rate fields as required. *See page 28*

- Click **Add**
- The entry will appear at the bottom of the screen.



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Reports

Reports can be viewed, edited, copied, deleted and reformatted. Reports can also be emailed via the scheduler and, if required on a regular basis, can be set to run automatically.

Note: Profile reports present the data within a series of user-defined time bands which can be time periods of seconds, minutes, hours, days or weeks.

There are three sections related to running reports:

Create Reports	To create a new report
Manage Reports	To schedule, run, view, reformat, edit, copy and delete reports
Run Reports	To run, view, and reformat reports

Within **Create Report** all reports require you to complete a parameter screen and then click an arrow key to move to the next parameter screen. When all parameter screens are completed you are prompted to save the report.

Each report you create is saved in **Manage Reports** and **Run Reports** from where they can be run and edited.

Reports

Reports based on **EXTENSIONS**

Extension Detailed Call List	Call events reported chronologically
Extension Detailed Call List Grouped By Day	Call events reported chronologically with one report per day
Extension Detailed Call List Grouped By Extension	Call events reported chronologically with one report per extension
Extension Detailed Call List Grouped By Other Countries	Call events reported chronologically with one report per country
Extension Detailed Call List Grouped By State	Call events reported chronologically with one report per state
Extension Detailed Call List Sorted By Call Time	Call events sorted with the longest duration event first (not chronological)
Extension Detailed Call List Sorted By Cost	Call events sorted with the most costly event first (not chronological)
Extension Summary	Total number of calls, time and cost per extension
Extension Group Summary	Total number of calls, time and cost per group
Extension Group Summary Profile	Total number of calls, time and cost per group within user-defined time slots
State Summary	Total number of calls, time and cost per state
Other Countries Summary	Total number of calls, time and cost per country
Extension Utilization	Total, average and percentage of time spent on call activity per extension
Extension Group Utilization	Total, average and percentage of time spent on call activity per group
Frequency By Call Time	Outgoing calls sorted by the total call time (duration) to a dialed number.
Frequency By Cost	Outgoing calls sorted by the total cost of calls to a dialed number
Frequency By Dialed Number	Outgoing calls sorted by the number of calls to a dialed number
Frequency By Dialed Location	Outgoing calls sorted by the number of calls to a named location
Most Expensive Extension	Outgoing calls sorted to show the most expensive extensions
Most Expensive Extension Group	Outgoing calls sorted to show the most expensive group
Extension Target	The number and percentage of incoming answered and unanswered calls with ring times per extension.
Extension Group Target	The number and percentage of incoming answered and unanswered calls with ring times per group.

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Reports

Graphical extension reports

Extension Group Summary Bar Chart - Calls	Number of calls per group : Incoming, Outgoing and Intercom
Extension Group Summary Profile Bar Chart - Calls	Number of calls per time period: Incoming, Outgoing and Intercom
Extension Group Summary Bar Chart - Cost	Total cost per group
Extension Group Summary Pie Chart – Call Time	Total call time per group
Top 40 Extensions Bar Chart – Total Cost	Top 40 extensions by total cost
Top 40 Extensions Bar Chart – Call Time	Top 40 extensions by total call time

Reports based on **LINES**

Line Detailed Call List	Call events reported chronologically
Line Summary	Total number of calls, time and cost per line
Line Group Summary	Total number of calls, time and cost per line group
Line Group Summary Profile	Total number of calls, time and cost per line group within user-defined time slots
Line Utilization	Total, average and percentage of time spent on call activity per line
Line Group Utilization	Total, average and percentage of time spent on call activity per line group

Graphical Line Reports

Line Group Summary Bar Chart - Calls	Number of calls per group : Incoming and Outgoing
Line Group Summary Profile Bar Chart - Calls	Number of calls per time period : Incoming and Outgoing
Line Group Summary Pie Chart – Call Time	Total call time per group
Top 40 Lines Bar Chart – Total Calls	Top 40 lines by total calls
Top 40 Lines by Usage Bar Chart – Call Time	Top 40 lines by total call time

Reports

Reports based on **DNIS**

DNIS Detailed Call List	Call events reported chronologically for DNIS numbers only
DNIS Target	The number and percentage of incoming answered and unanswered calls with ring times per DNIS
DNIS Utilization	Total, average and percentage of time spent on call activity per DNIS

GENERAL reports

Data Availability	List of days for which data is available
Unused Extensions	Extensions not used in the selected period
Unused Lines	Lines not used in the selected period

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Reports

Creating a New Report

All reports require you to complete a set of parameter screens which are available directly or are made available by selecting a tab labeled **Advanced.**

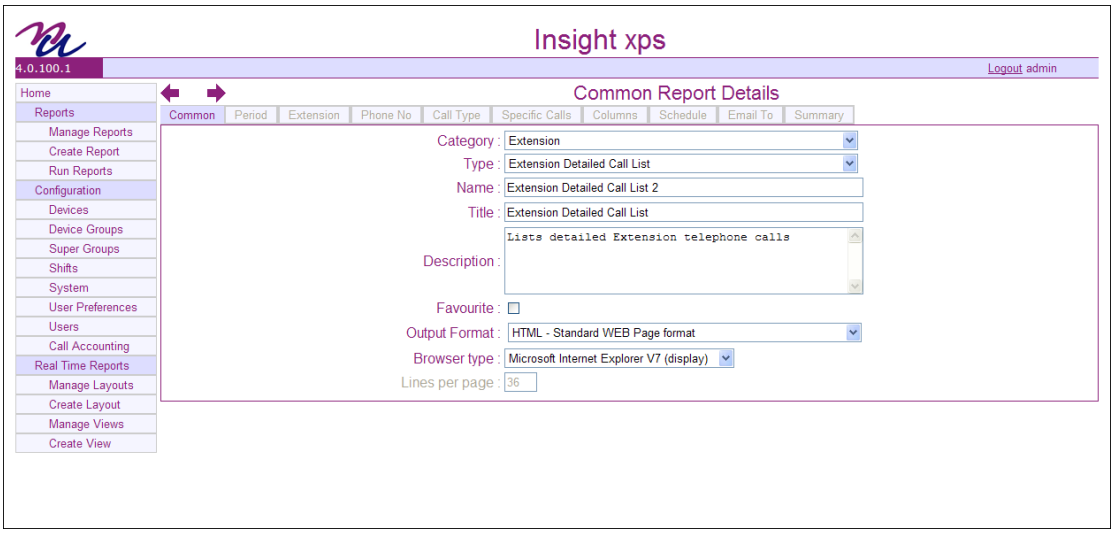
- Once a parameter screen is complete use the arrow key to move to the next screen.
- When all screens are complete use the Save icon to save the report. This will display the Manage Reports screen from where you can the run the report. *See page 62.*

The following pages will explain each of the parameter screens available, some of which are only available in certain reports. See individual reports for more information. The parameter screens are:

- **Common**: Common Report Details
- **Period**: Report Period
- **DNIS/Extension/Line/DNIS Group/Extension Group/Line Group**: Selected Device Details
- **Phone Number**: Number Search Restrictions
- **Call Type**: Call Types
- **Specific Calls**: Specific Calls Details
- **Columns**: Column Selection
- **Profile**: Report Period Profile
- **Row Limits**: Report Limits
- **Schedule**: Schedule Report
- **Email To**: E-Mail Settings
- **Summary**: Report Settings Summary

Common: Common Report Details

From this screen select your report and determine where and in what format it is to be saved.



- Select the **Category** you require from the drop-down list: DNIS, Extension, Extension Graph, Line, Line Graph or General. (The categories for Real Time should only be used for Real Time Displays. *See page 95.*)The option you select here will determine:
  - Which reports are available for selection under Type.
  - The Category the report will be saved in on the Manage Reports and Run Reports screens.

- Select the report you require from the drop-down list under **Type:** *See the list of reports on pages 46-48.*

- Enter a new **Name** (40 characters) under which your report will be stored (optional).
- Enter a new **Title** (50 characters) to appear at the top of the report (optional).
- Enter a new **Description** (optional). This is for your information to enable you to clearly identify the report.
- Tick **Favorite** if you wish the report to be stored under a Favorites category rather than the default Category chosen above.

- Select from **HTML, Excel or CSV** as the output.

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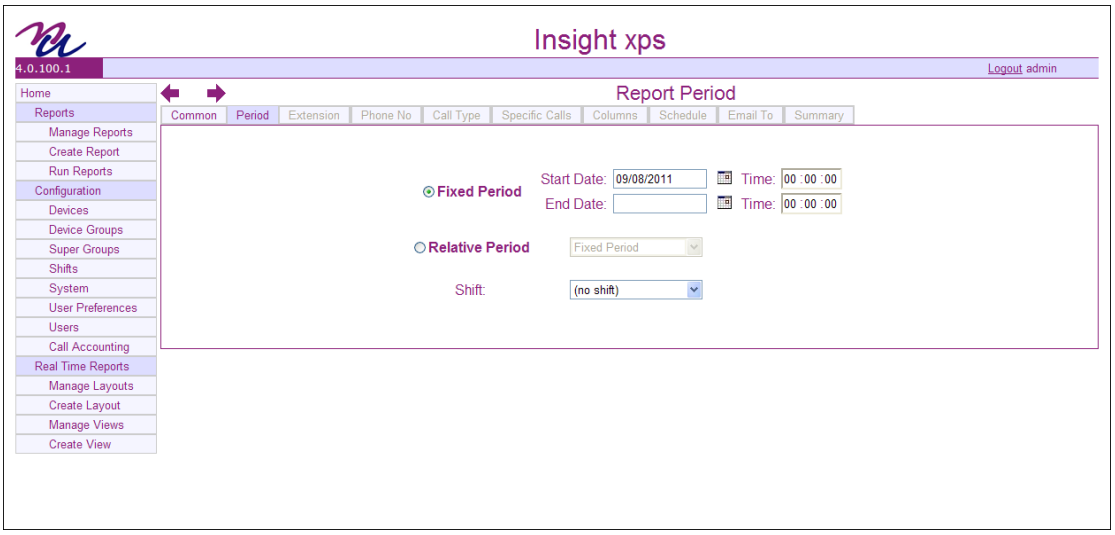
Period: Report Period

This screen enables you to choose the time period for your report.

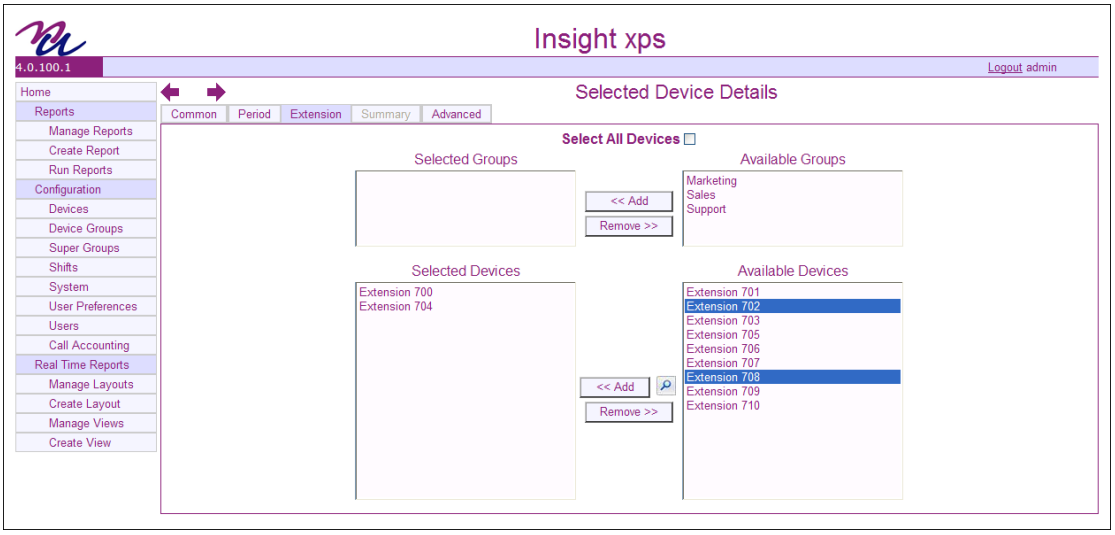


- Select **Fixed Period**: enter the dates and times for your report or
- Select **Relative Period**: select from the drop-down list: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Year, and Last Year.
- Select a **Shift** if required. *See page 17 to set up shifts*

Note: When scheduling reports to run automatically on a regular basis (*see page 59*) always select Relative periods on this screen.

Extension etc: Selected Device Details

This is the screen for selecting devices and groups and it will be labeled as appropriate for the report selected. The following screen is appropriate for Extensions.



- When the screen is displayed the check box for **Select All Devices** will be ticked and all devices will be in the Selected Devices box. Leave the default settings to run the report on all devices or

- Remove the tick and select devices and/or groups as required and click <<**Add**.

- You can also use the Search facility to locate the entry/entries you require. Search for and then highlight as many devices as you wish. Click OK and the devices are placed in the Selected Devices area.

Note: The names of the devices displayed will be the short or long name depending upon the default selected in **System.** *See page 19.*

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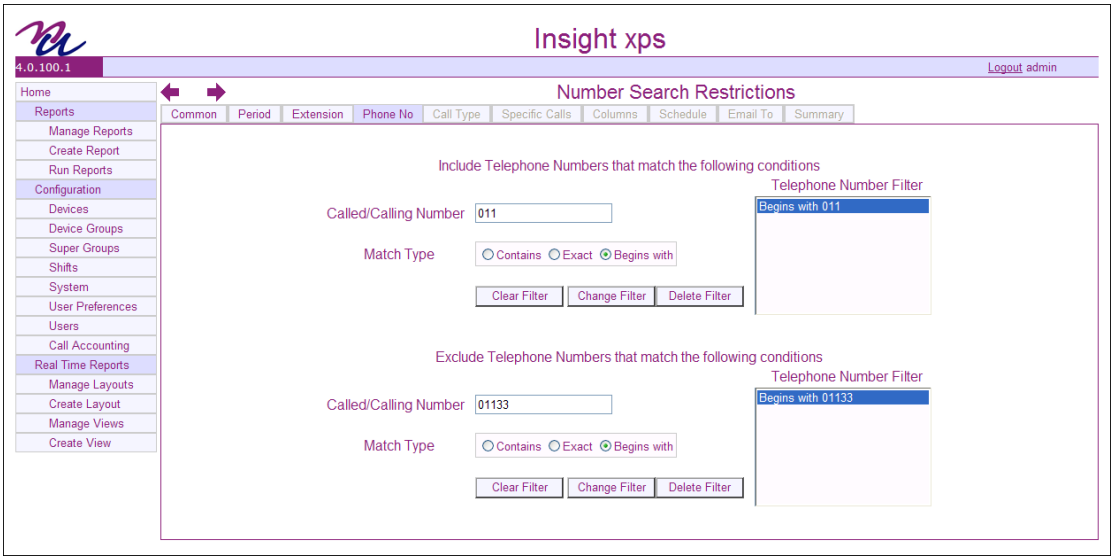
Phone No: Number Search Restrictions

This screen allows you to filter your report to specific called (outgoing) numbers or calling (incoming) numbers.



- Type in a Called or Calling number you wish to include or exclude from the report. These fields can be used together as shown above where ALL international calls are to be included except for calls to 01133.

- Select **Contains** or **Exact** or **Begins with**

- Click **Add Filter** and the number will appear under **Telephone Number Filter.**

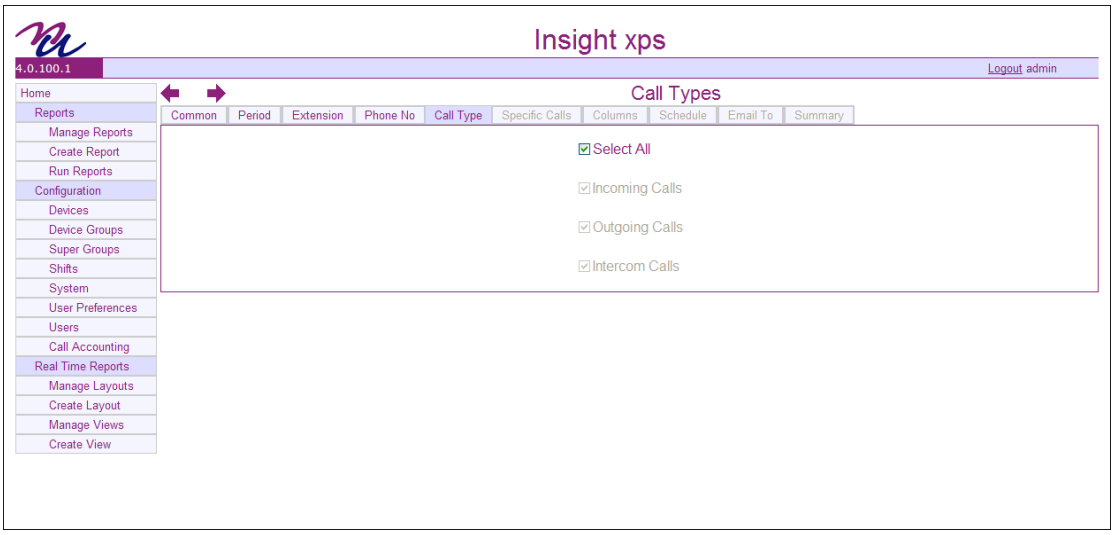
- To add further numbers click **Clear Filter** and then add the next number so that all your required numbers appear under **Telephone Number Filter**. To delete a number highlight the number under Telephone Number Filter and then click **Delete Filter**.

- To change a number highlight the number, make the change and then click **Change Filter.**

Call Type: Call Types

This screen enables you to select all or specific types of calls. The screen will offer options appropriate to the report selected.

Options available: **Outgoing, Incoming, Intercom, Tandem**



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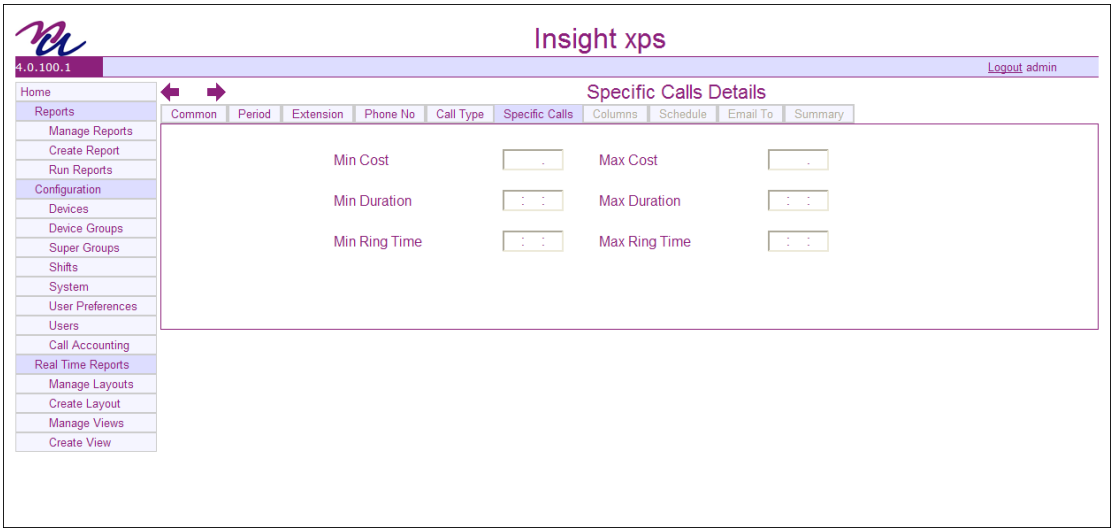
Specific Calls: Specific Calls Details

This screen allows you to filter your report to only those calls which match the categories below. For example, you may wish the report to display only calls over 5 dollars, over 10 minutes or those ringing for longer than 40 seconds.

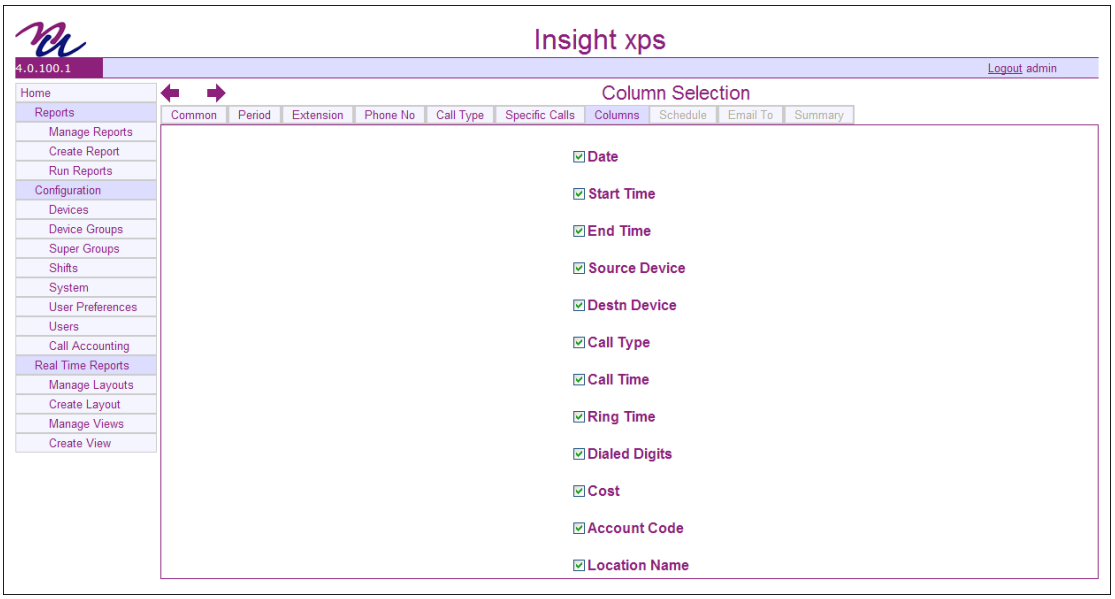


The minimum figure is inclusive: therefore a minimum of 10 minutes would be 10 minutes and above.

The maximum figure is exclusive: therefore a maximum of 10 minutes would be up to and including 9minutes and 59 seconds.

Columns: Column Selection

This screen allows you to select/deselect the column headings you require on the report. The screen will offer options appropriate to the report selected.



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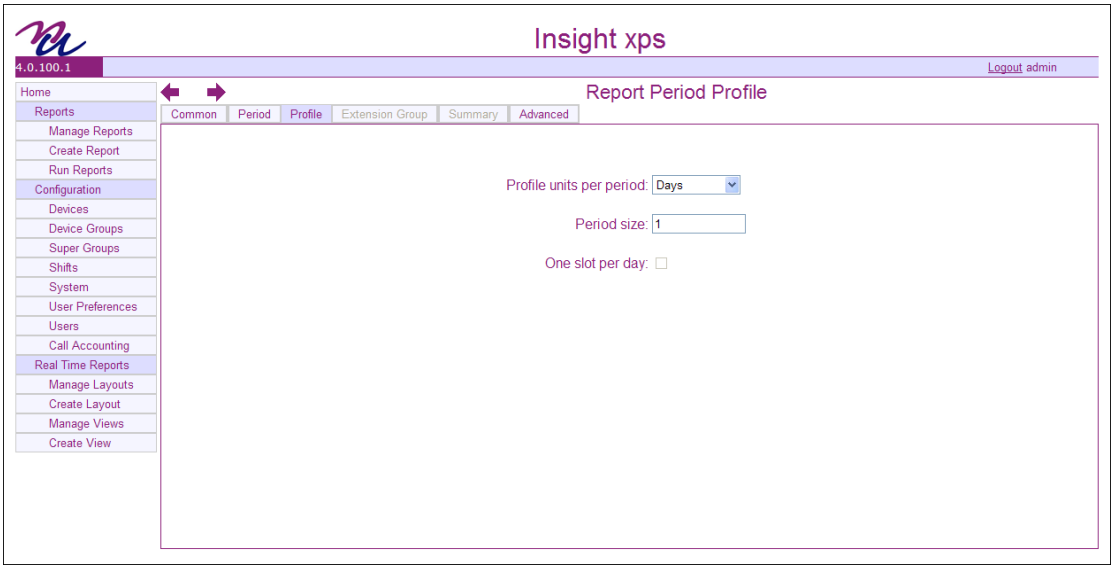
Profile: Report Period Profile

This screen, which appears only in profile reports, allows you to display a report in time periods (seconds, minutes, hours, days or weeks). For example, you may wish to run a report for a week but have the data displayed on a day by day basis, or you may wish to run a report for one day but have the data displayed hour by hour.



- **Profile units per period:** Select from the drop down list seconds, minutes, hours, days, or weeks

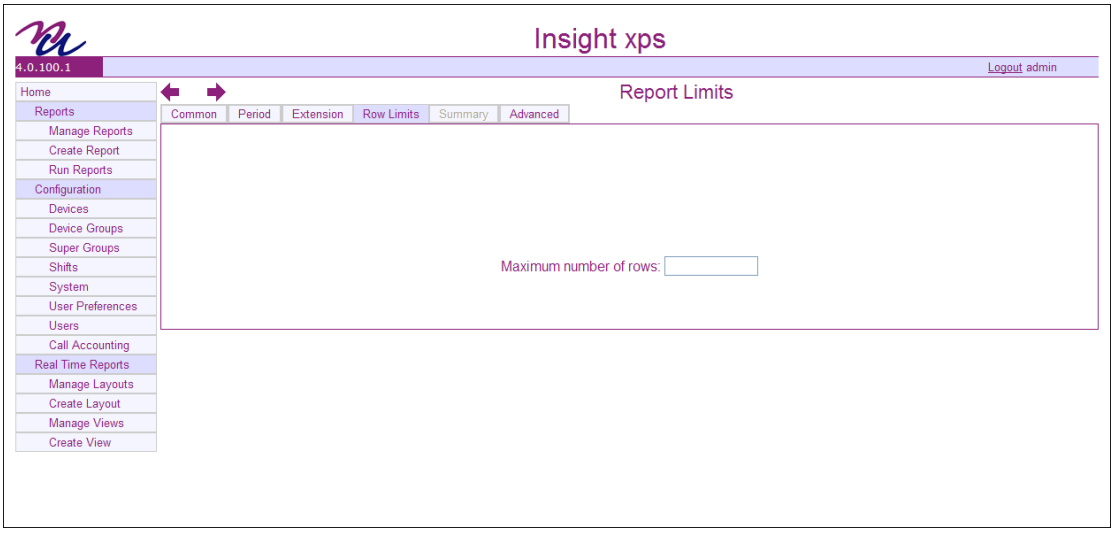
- **Period size:** Enter a number here. For example Days and 1 will split your report into separate days: Hours and 1 will split your report into hourly slots whereas Hours and 4 will split your report into 4 hourly slots.

- **One slot per day.** This is only active when using seconds, minutes or hours. If selected this will present each day of your report separately: if not selected then the days will be combined within the time slots.

  For example, if you are running a report for a week and on this screen select for the report to be split into hours then: do you wish to display 168 (7x24) hour slots on the report (**One slot per day selected**) or do you wish to see just 24 hour slots, where each hour combines data for the whole week (**One slot per day not selected**)

Row Limits: Report Limits

This screen allows you to enter the number of lines you wish to see in a report. For example, enter 10 or 15 to see the top **10** or the top **15** most expensive extensions or numbers in a report.



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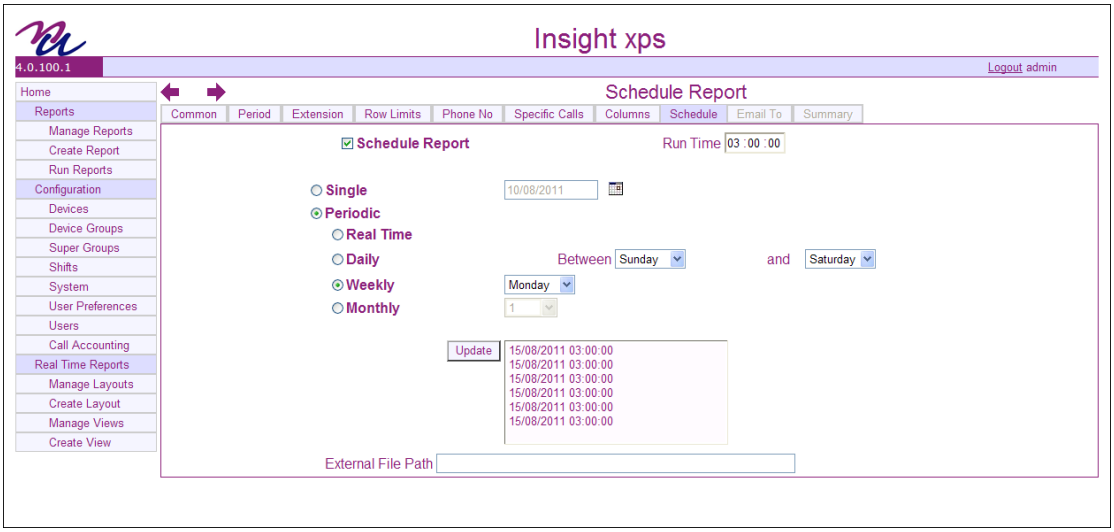
Schedule: Schedule Report

This screen allows you to schedule your reports to run automatically. The reports will run to the screen and be available for viewing/printing from the Manage Reports and Run Reports screens. Alternatively the reports can run to specified email addresses *(See page 60)* or to specified file locations.



- Select to **Schedule** the report or deselect to stop the report running
- Select the **Run Time** for the report
- Select either a **Single** run (in which case select the date to run) or
- Select **Periodic** and then as follows:

Real Time: Only use for Real Time Displays. *See page 95*

Daily: Select which days of the week the report is to run

Weekly: Select which day of the week the report is to run

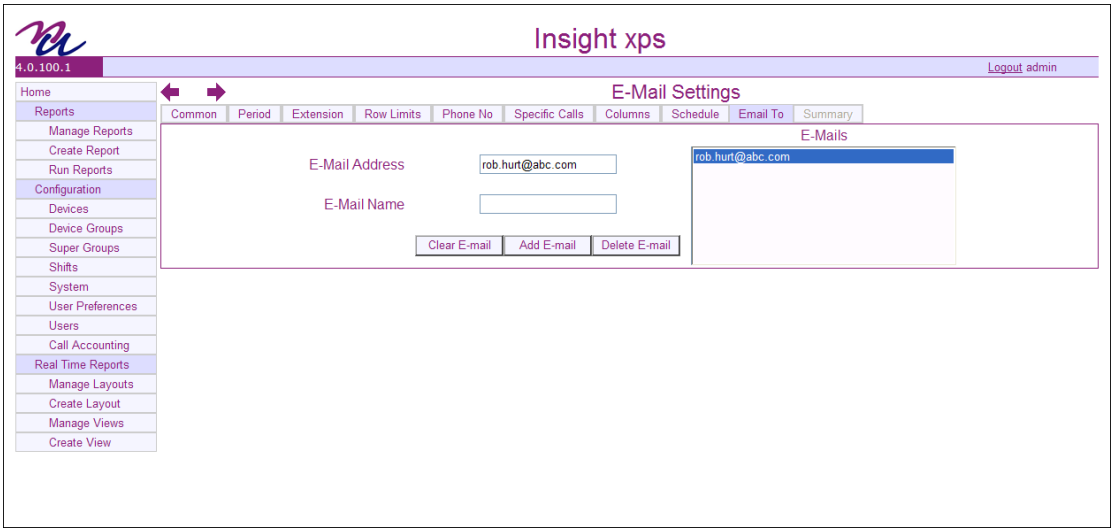
Monthly: Select which day of the month the report is to run

External File Path: This can be used to schedule a report to run automatically to a specified destination. Reports run in this way will be date and time stamped. The required path must already exist and there must be full permissions to it. Please also remember that the path is relative from the web server and not from the connected client machine

Note: If you wish reports to run daily, weekly and monthly then ensure that your Report Period dates (*see page 51*) are set to Relative periods. For example, if running Daily automatic reports then use periods Today or Yesterday, if running Weekly automatic reports use This Week or Last Week and if running Monthly automatic reports use This Month or Last Month.

Email To: E-Mail Settings

This screen allows you to send reports to specified email addresses *via the scheduler.*



- Enter an **E-Mail Address**
- Enter an **E-Mail Name** (optional)
- Click **Add E-mail** and the address will appear under **E-Mails**

- To add further emails click **Clear E-mail** and then add the next address so that all your required addresses appear under **E-Mails**.

- To delete an address highlight the address under E-Mails and then click **Delete E-mail.**

- To change an email address highlight the address, make the change and then click **Add E-mail.**

Note: To send a report to Email you must schedule the report

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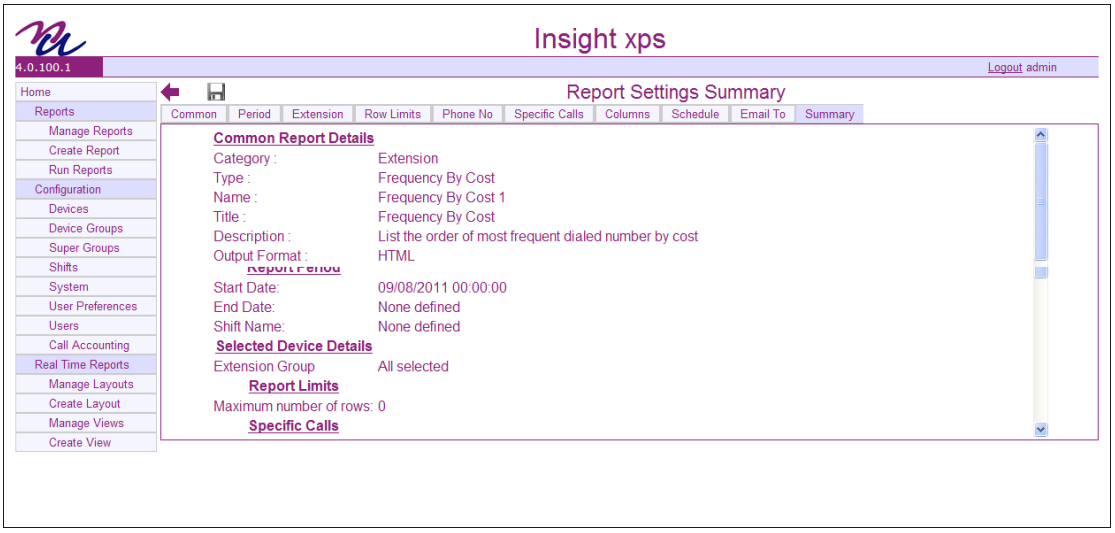
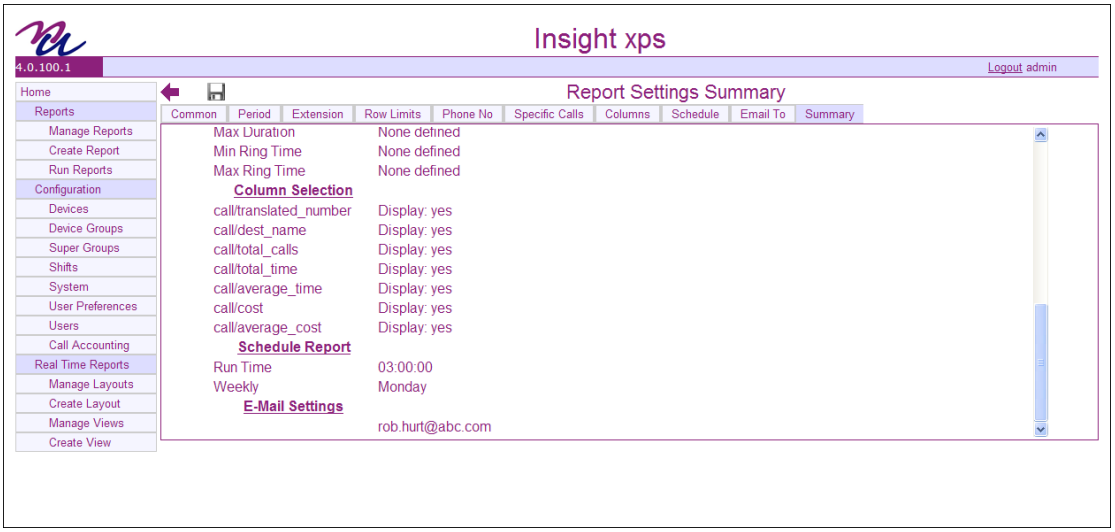
Summary: Report Settings Summary

This is a summary of the settings for your report.

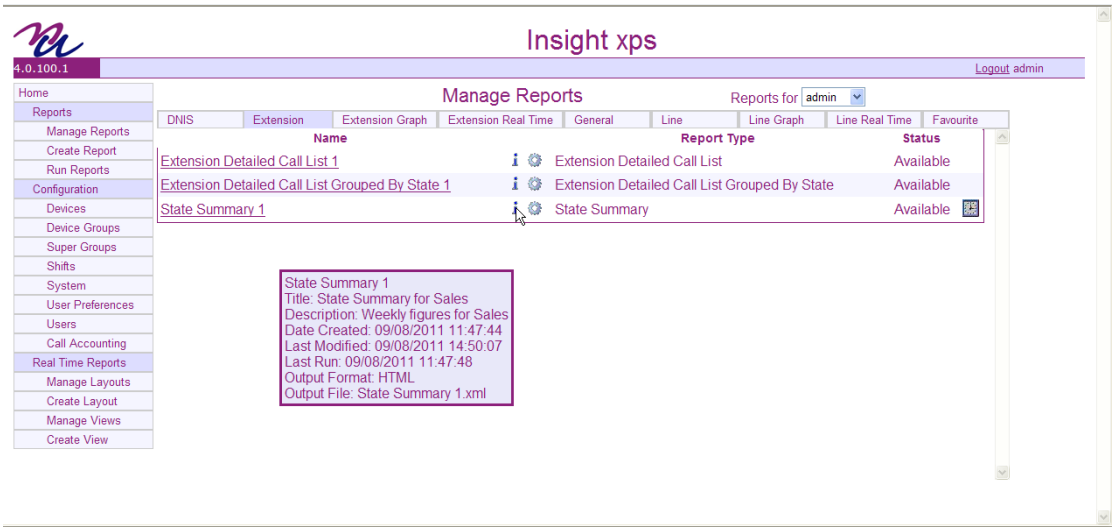




Reports

Manage Reports

Each report created is saved in **Manage Reports** and **Run Reports**. The following screen shows a list of saved Extension reports.



To **Run** the report:

- Click on the name of the report and the report will be displayed on the screen. Once a report has been run it will be given the Status of **Available**.

For further information about the report:

- Hover over the information icon to show a summary of the report, as shown above.

- Hover over the clock icon on the right of the screen to see information about the scheduling of a report.

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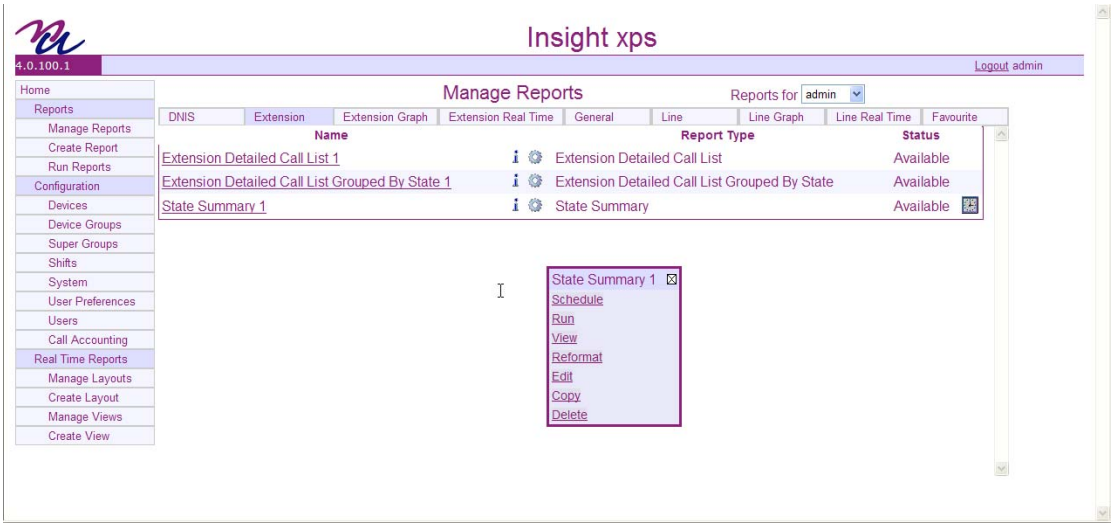
Reports

Manage Reports

For other options click on the report task icon as shown below:



Schedule	Takes you to the Schedule and Email parameter screens. *See pages 59-60*
Run	Runs the report to the screen
View	Displays the report without reprocessing the data
Reformat	Allows you to display the report in a different format (html, csv, excel) from the one originally chosen. This only affects this run of the report. To permanently change the format you should use Edit as below.
Edit	Allows you to access all of the parameter screens and make changes. Once the changes are complete saving them returns you to the Manage Reports screen.
Copy	Copies the report with a new user-defined name. If you have admin rights then you can copy reports between users.
Delete	Deletes the report

Note: **Run Reports** only allows you to Run, View and Reformat reports.

Reports: Detailed Call List

Detailed Call Lists are available for **DNIS**, **Extensions and Lines**.

Call Lists are detailed reports recording all events that occur on the specified devices in **chronological** order. Totals are provided for numbers of calls, duration and cost on the Extension and Line reports. For DNIS totals are provides for numbers of calls and durations.

Call Lists for Extensions can also be grouped and sorted in other ways:

Detailed Call Lists by Day, Extension, State or Other Countries are chronological reports with separate reports for each Day, Extension, State or Country.

Detailed Call Lists by Call Time or Cost are not chronological but sorted by the duration of the call or the cost: the longest or most costly appearing as the first entry.

Parameter screens available for these reports:

Common	
Period	
DNIS/Extension/Line	
Summary	
Advanced	Phone No
Not on DNIS report……>	Call Type
	Specific Calls
	Columns
	Schedule
	Email To

- Call Types are available on Extensions to select Incoming, Outgoing, or Intercom calls.
- Call Types are available on Lines to select Incoming, Outgoing or Tandem calls.

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Reports: Detailed Call List

The following are examples of an Extension Detailed Call List and a DNIS Detailed Call List:

Extension Detailed Call List

From 08/08/11 09:00:00 Run 09/08/11
To 08/08/11 13:40:00 Time 15:54:59

Extension Detailed Call List

Date	Start Time	End Time	Source Device	Destn Device	Call Type	Call Time	Ring Time	Dialed Digits	Cost	Account Code	Location Name
08/08/2011	09:17:18	09:18:08	Finance phone	Line 102	Outgoing	00:00:50	00:00	170635421060	0.08		Athens-Main, GA
08/08/2011	09:32:40	09:33:43	Carol Ansy	Line 102	Outgoing	00:01:03	00:00	144371529351	0.10		Bel Air, MD
08/08/2011	09:53:48	09:54:57	Chris Burton	Line 102	Outgoing	00:01:09	00:00	127064716080	0.11		Bowling Green, KY
08/08/2011	10:05:33	10:06:47	Finance phone	Line 102	Outgoing	00:01:14	00:00	161749550968	0.12		Cambridge-Ware Street, MA
08/08/2011	10:15:37	10:16:49	Finance phone	Line 102	Outgoing	00:01:12	00:00	192049431362	0.11		Green Bay-Ridge Rd, WI
08/08/2011	10:42:34	10:43:25	Dave Jackson	Line 102	Outgoing	00:00:51	00:00	161952788761	0.08		San Diego-Market, CA
08/08/2011	10:52:52	10:54:05	Chris Burton	Line 102	Outgoing	00:01:13	00:00	130852326173	0.11		Sidney, NE
08/08/2011	10:58:24	10:59:02	Finance phone	Line 101	Outgoing	00:00:38	00:00	132520372218	0.06		Brownwood, TX
08/08/2011	11:04:42	11:05:22	Chris Burton	Line 101	Outgoing	00:00:40	00:00	181582778627	0.06		Maple Park, IL
08/08/2011	11:25:40	11:26:51	Finance phone	Line 102	Outgoing	00:01:11	00:00	191750042965	0.11		New York City, NY
08/08/2011	11:34:12	11:35:13	Carol Ansy	Line 102	Outgoing	00:01:01	00:00	185660885101	0.09		Moorestown, NJ
08/08/2011	11:46:01	11:46:48	Carol Ansy	Line 101	Outgoing	00:00:47	00:00	184746215265	0.07		Chicago, IL
08/08/2011	12:03:06	12:03:56	Chris Burton	Line 102	Outgoing	00:00:50	00:00	195293784516	0.08		Mpls-Glen Prairie, MN
08/08/2011	12:35:37	12:36:27	Carol Ansy	Line 102	Outgoing	00:00:50	00:00	121580487087	0.08		Philadelphia, PA
08/08/2011	12:56:05	12:57:17	Chris Burton	Line 102	Outgoing	00:01:12	00:00	150227544662	0.11		Louisville, KY
08/08/2011	13:04:43	13:05:50	Carol Ansy	Line 102	Outgoing	00:01:07	00:00	140633240476	0.10		Missoula, MT
Totals			**16**	**Calls**		**00:15:48**			**1.44**		

DNIS Detailed Call List

From 10/08/11 09:00:00 Run 10/08/11
To 10/08/11 14:00:00 Time 15:54:10

DNIS Detailed Call List

Date	Start Time	End Time	Extension	DNIS	Call Time	Dialed Digits	Location Name
10/08/2011	09:02:57	09:03:32	Extension 702	814728	00:00:35		
10/08/2011	09:09:20	09:09:55	Extension 702	814731	00:00:35		
10/08/2011	09:23:13	09:23:13	Extension 702	814702	00:00:00		
10/08/2011	09:24:56	09:25:29	Extension 702	814731	00:00:33		
10/08/2011	09:47:24	09:47:24	Extension 702	814705	00:00:00		
10/08/2011	10:06:05	10:06:40	Extension 702	814747	00:00:35		
10/08/2011	10:14:48	10:14:48	Extension 702	814707	00:00:00		
10/08/2011	10:25:27	10:26:03	Extension 702	814708	00:00:36		
10/08/2011	10:29:41	10:30:17	Extension 702	814729	00:00:36		
10/08/2011	10:34:00	10:34:29	Extension 702	814742	00:00:29		
10/08/2011	10:45:22	10:45:22	Extension 702	814705	00:00:00		
10/08/2011	10:59:29	11:00:00	Extension 702	814725	00:00:31		
10/08/2011	11:10:39	11:11:12	Extension 702	814728	00:00:33		
10/08/2011	11:54:40	11:54:40	Extension 702	814703	00:00:00		
10/08/2011	12:32:27	12:33:01	Extension 702	814712	00:00:34		
10/08/2011	12:33:01	12:33:32	Extension 702	814741	00:00:31		
10/08/2011	12:34:04	12:34:39	Extension 702	814748	00:00:35		
10/08/2011	12:58:01	12:58:30	Extension 702	814717	00:00:29		
10/08/2011	13:21:09	13:21:09	Extension 702	814706	00:00:00		
10/08/2011	13:47:59	13:47:59	Extension 702	814703	00:00:00		
Totals			**20**	**Calls**	**00:07:12**		

Reports: Summary

Summary reports are available for both **Extensions and Lines** and can be run on **individual devices** or **groups**. The group report can also be run as a **profile.**

Summary reports give total figures for the number of incoming and outgoing calls (not internal) plus the durations and the costs for these calls.

There is also a Summary for calls to and from **Other Countries** and another Summary report showing calls to and from **States,** based on extensions.

Parameter screens available for these reports:

Common	
Period	
Extension/Line	
Profile	*<..Profile report only*
Summary	
Advanced	Phone No
	Call Type
	Specific Calls
	Columns
	Schedule
	Email To

- Call Types are available to select Outgoing and Incoming calls.

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Reports: Summary

The following are examples of Extension Summary Reports:

Extension Summary

From 08/08/11 00:00:00
To 08/08/11 23:59:59
Run 09/08/11
Time 15:55:50

Extension Summary

Extension	Incoming Calls	Incoming Call Time	Outgoing calls	Outgoing Call Time	Total Calls	Total Call Time	Cost
Carl Beggs	0	00:00:00	4	00:02:49	4	00:02:49	0.07
Carol Ansy	47	00:14:32	15	00:13:33	62	00:28:05	0.49
Chris Burton	0	00:00:00	10	00:09:43	10	00:09:43	0.72
Dave Jackson	0	00:00:00	4	00:03:25	4	00:03:25	0.08
E710	0	00:00:00	15	00:13:40	15	00:13:40	0.50
Finance phone	0	00:00:00	20	00:19:31	20	00:19:31	1.11
Lily Somes	0	00:00:00	15	00:13:38	15	00:13:38	0.43
Stephen James	50	00:05:04	25	00:22:44	75	00:27:48	1.21
Stuart Pearson	0	00:00:00	9	00:08:58	9	00:08:58	0.35
Training Room	0	00:00:00	6	00:06:17	6	00:06:17	0.40
Voice Mail	36	00:14:41	11	00:11:13	47	00:25:54	0.48
Total	**133**	**00:34:17**	**134**	**02:05:31**	**267**	**02:39:48**	**5.84**

Extension Group Summary

From 08/08/11 00:00:00
To 08/08/11 23:59:59
Run 09/08/11
Time 15:56:59

Extension Group Summary

Extension Group	Devices In Group	Incoming Calls	Incoming Call Time	Outgoing calls	Outgoing Call Time	Total Calls	Total Call Time	Cost
Marketing	5	47	00:14:32	53	00:49:01	100	01:03:33	2.47
Sales	5	86	00:19:45	66	01:02:50	152	01:22:35	2.87
Support	7	97	00:19:36	104	01:36:14	201	01:55:50	4.54
Total	**17**	**230**	**00:53:53**	**223**	**03:28:05**	**453**	**04:21:58**	**9.87**

State Summary

From 08/08/11 00:00:00
To 08/08/11 23:59:59
Run 09/08/11
Time 15:28:20

State Summary

Region	Incoming Calls	Incoming Call Time	Outgoing calls	Outgoing Call Time	Total Calls	Total Call Time	Cost
Alabama	0	00:00:00	2	00:02:06	2	00:02:06	0.00
Alaska	0	00:00:00	2	00:01:35	2	00:01:35	0.06
Arizona	0	00:00:00	1	00:00:49	1	00:00:49	0.07
California	0	00:00:00	12	00:11:07	12	00:11:07	0.42
Colorado	0	00:00:00	1	00:00:49	1	00:00:49	0.00
Delaware	0	00:00:00	2	00:02:08	2	00:02:08	0.09
Florida	0	00:00:00	8	00:07:59	8	00:07:59	0.30
Georgia	0	00:00:00	3	00:02:36	3	00:02:36	0.16
Idaho	0	00:00:00	2	00:02:06	2	00:02:06	0.09
Illinois	0	00:00:00	8	00:06:57	8	00:06:57	0.30
Indiana	0	00:00:00	4	00:03:51	4	00:03:51	0.28
Iowa	0	00:00:00	1	00:01:06	1	00:01:06	0.10
Kansas	0	00:00:00	3	00:02:22	3	00:02:22	0.15
Kentucky	0	00:00:00	3	00:03:07	3	00:03:07	0.29
Louisiana	0	00:00:00	1	00:00:42	1	00:00:42	0.00
Maine	0	00:00:00	1	00:00:57	1	00:00:57	0.09
Maryland	0	00:00:00	1	00:01:03	1	00:01:03	0.10
Massachusetts	0	00:00:00	6	00:05:40	6	00:05:40	0.34
Michigan	0	00:00:00	8	00:07:59	8	00:07:59	0.56
Minnesota	0	00:00:00	2	00:01:52	2	00:01:52	0.08
Mississippi	0	00:00:00	1	00:00:54	1	00:00:54	0.00
Montana	0	00:00:00	2	00:02:03	2	00:02:03	0.10
Nebraska	0	00:00:00	2	00:02:02	2	00:02:02	0.11
New Jersey	0	00:00:00	5	00:04:25	5	00:04:25	0.18
New Mexico	0	00:00:00	1	00:01:07	1	00:01:07	0.00
New York	0	00:00:00	13	00:12:39	13	00:12:39	0.68
North Carolina	0	00:00:00	4	00:03:03	4	00:03:03	0.06
North Dakota	0	00:00:00	1	00:01:04	1	00:01:04	0.10
Ohio	0	00:00:00	5	00:05:17	5	00:05:17	0.18
Oklahoma	0	00:00:00	3	00:02:46	3	00:02:46	0.16
Oregon	0	00:00:00	1	00:00:40	1	00:00:40	0.06
Pennsylvania	0	00:00:00	9	00:08:13	9	00:08:13	0.08
South Carolina	0	00:00:00	1	00:00:39	1	00:00:39	0.00
Tennessee	0	00:00:00	3	00:02:58	3	00:02:58	0.08
Texas	0	00:00:00	6	00:05:13	6	00:05:13	0.40
Vermont	0	00:00:00	1	00:01:14	1	00:01:14	0.00
Virginia	0	00:00:00	2	00:01:27	2	00:01:27	0.07
Washington	0	00:00:00	1	00:00:45	1	00:00:45	0.00
Wisconsin	0	00:00:00	1	00:01:12	1	00:01:12	0.11
Wyoming	0	00:00:00	1	00:00:59	1	00:00:59	0.00
Total	**0**	**00:00:00**	**134**	**02:05:31**	**134**	**02:05:31**	**5.84**

Reports: Utilization

Utilization reports are available for **DNIS**, **Extensions and Lines** and can be run on **individual devices** or **groups**.

These reports look at **the amount of time spent on calls** and present the data as the total time, average time and percentage of time that a device has been involved in call activity. Percentages are based on the period of time the report has been run for. For example, if you run the report for 10 hours and your group contains 5 devices then that is a total time of 50 hours. The time spent on calls will be shown as percentage of 50 hours.

Parameter screens available for these reports:

Common	
Period	
DNIS/Extension/Line	
Summary	
Advanced	Phone No
Not on DNIS report……>	Call Type
	Specific Calls
	Columns
	Schedule
	Email To

- Call Types are available on Extensions to select Incoming, Outgoing, or Intercom calls.
- Call Types are available on Lines to select Incoming, Outgoing or Tandem calls.

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Reports: Utilization Reports

The following are examples of an Extension Utilization Report and a DNIS Utilization Report:

Extension Utilization

From 08/08/11 00:00:00
To 08/08/11 23:59:59
Run 09/08/11
Time 15:58:36

Extension Utilization

Extension	Incoming Calls				Outgoing Calls				Incoming Intercom Calls				Outgoing Intercom Calls				Totals Calls				Cost
	Calls	Call Time	Call Time %	Avg Time	Calls	Call Time	Call Time %	Avg Time	Calls	Call Time	Call Time %	Avg Time	Calls	Call Time	Call Time %	Avg Time	Calls	Call Time	Call Time %	Avg Time	
Carl Beggs	0	00:00:00	0.0	00:00	4	00:02:49	0.2	00:42	0	00:00:00	0.0	00:00	8	00:12:46	0.9	01:35	12	00:15:35	1.1	01:17	0.07
Carol Ansy	47	00:14:32	1.0	00:18	15	00:13:33	0.9	00:54	0	00:00:00	0.0	00:00	12	00:19:19	1.3	01:36	74	00:47:24	3.3	00:38	0.49
Chris Burton	0	00:00:00	0.0	00:00	10	00:09:43	0.7	00:58	13	00:23:51	1.7	01:50	7	00:10:20	0.7	01:28	30	00:43:54	3.0	01:27	0.72
Dave Jackson	0	00:00:00	0.0	00:00	4	00:03:25	0.2	00:51	16	00:20:43	1.4	01:17	6	00:10:44	0.7	01:47	26	00:34:52	2.4	01:20	0.08
E710	0	00:00:00	0.0	00:00	15	00:13:40	0.9	00:54	0	00:00:00	0.0	00:00	14	00:22:37	1.6	01:36	29	00:36:17	2.5	01:15	0.50
Finance phone	0	00:00:00	0.0	00:00	20	00:19:31	1.4	00:58	0	00:00:00	0.0	00:00	13	00:20:54	1.5	01:36	33	00:40:25	2.8	01:13	1.11
Lily Somes	0	00:00:00	0.0	00:00	15	00:13:38	0.9	00:54	38	00:56:17	3.9	01:28	4	00:07:06	0.5	01:46	57	01:17:01	5.3	01:21	0.43
Stephen James	50	00:05:04	0.4	00:06	25	00:22:44	1.6	00:54	0	00:00:00	0.0	00:00	11	00:16:29	1.1	01:29	86	00:44:17	3.1	00:30	1.21
Stuart Pearson	0	00:00:00	0.0	00:00	9	00:08:58	0.6	00:59	46	01:18:12	5.4	01:42	7	00:09:51	0.7	01:24	62	01:37:01	6.7	01:33	0.35
Training Room	0	00:00:00	0.0	00:00	6	00:06:17	0.4	01:02	0	00:00:00	0.0	00:00	20	00:31:39	2.2	01:34	26	00:37:56	2.6	01:27	0.40
Voice Mail	36	00:14:41	1.0	00:24	11	00:11:13	0.8	01:01	0	00:00:00	0.0	00:00	11	00:17:18	1.2	01:34	58	00:43:12	3.0	00:44	0.48
Total	**133**	**00:34:17**	**0.2**	**00:15**	**134**	**02:05:31**	**0.8**	**00:56**	**113**	**02:59:03**	**1.1**	**01:35**	**113**	**02:59:03**	**1.1**	**01:35**	**493**	**08:37:54**	**3.3**	**01:03**	**5.84**

DNIS Utilization

From 08/08/11 09:00:00
To 08/08/11 19:00:00
Run 09/08/11
Time 15:37:19

DNIS Utilization

DNIS	Incoming Calls			
	Calls	Call Time	Call Time %	Avg Time
814700	4	00:00:00	0.0	00:00
814702	2	00:00:00	0.0	00:00
814703	2	00:00:00	0.0	00:00
814704	5	00:00:00	0.0	00:00
814705	2	00:00:00	0.0	00:00
814706	4	00:00:00	0.0	00:00
814707	1	00:00:00	0.0	00:00
814708	1	00:00:30	0.1	00:30
814710	4	00:01:11	0.2	00:17
814711	4	00:01:40	0.3	00:25
814712	1	00:00:24	0.1	00:24
814713	3	00:00:56	0.2	00:18
814714	1	00:00:01	0.0	00:01
814715	3	00:01:08	0.2	00:22
814716	5	00:01:22	0.2	00:16
814717	4	00:01:22	0.2	00:20
814718	1	00:00:24	0.1	00:24
814719	4	00:01:12	0.2	00:18
814720	2	00:00:11	0.0	00:05
814721	2	00:00:37	0.1	00:18
814722	2	00:00:39	0.1	00:19
814723	4	00:00:37	0.1	00:09
814724	4	00:01:57	0.3	00:29
814725	3	00:01:10	0.2	00:23
Total	**68**	**00:15:21**	**0.1**	

Reports: Frequency

Frequency reports sort **outgoing** calls from extensions in a variety of ways: dialed numbers are sorted by total **cost**, by total **call time**, by the number of calls to a **dialed number** or to a **named location**.

Using the parameter screen '**Row Limits'** select the required number of rows to display. For example, entering 20 will display the top 20 entries.

Parameter screens available for these reports:

Common	
Period	
Extension	
Row Limits	
Summary	
Advanced	Phone No
	Specific Calls
	Columns
	Schedule
	Email To

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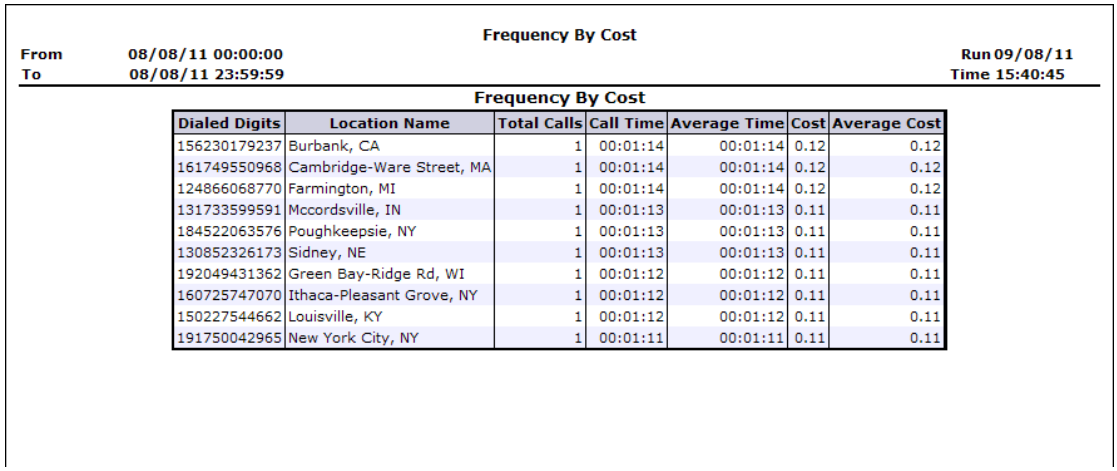
Reports: Frequency

The following are examples of a Frequency Report:

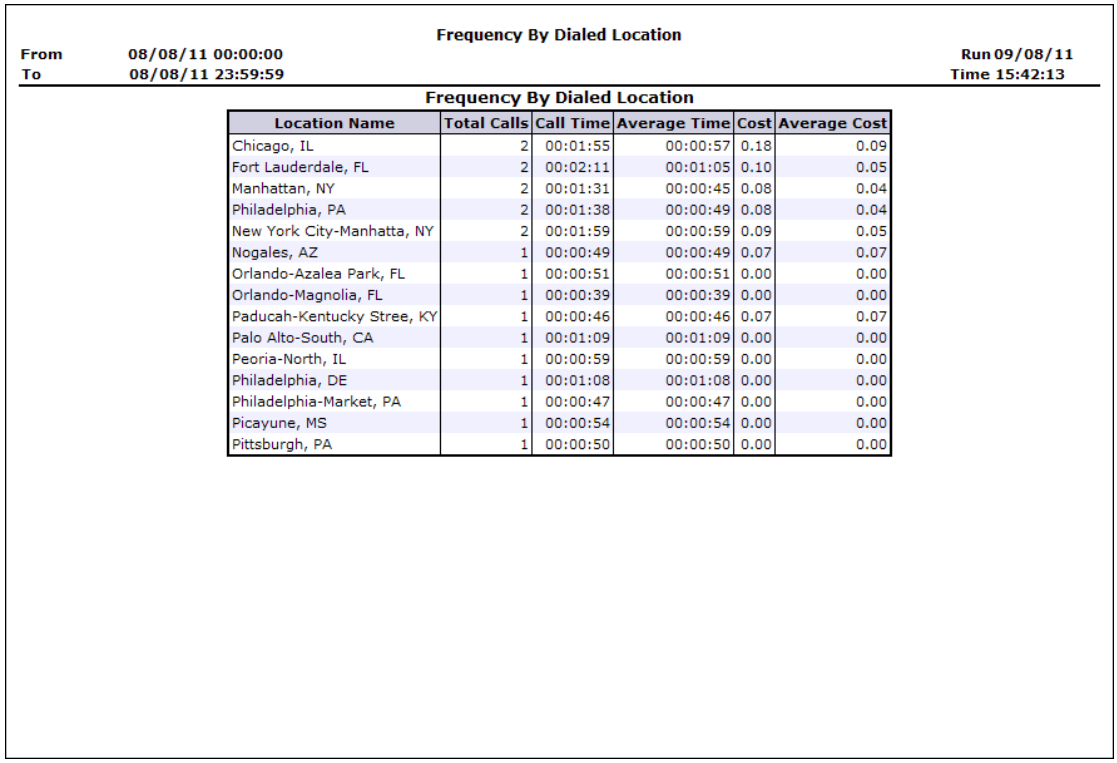


Frequency By Cost

From 08/08/11 00:00:00 **Run** 09/08/11
To 08/08/11 23:59:59 **Time** 15:40:45

Frequency By Cost

Dialed Digits	Location Name	Total Calls	Call Time	Average Time	Cost	Average Cost
156230179237	Burbank, CA	1	00:01:14	00:01:14	0.12	0.12
161749550968	Cambridge-Ware Street, MA	1	00:01:14	00:01:14	0.12	0.12
124866068770	Farmington, MI	1	00:01:14	00:01:14	0.12	0.12
131733599591	Mccordsville, IN	1	00:01:13	00:01:13	0.11	0.11
184522063576	Poughkeepsie, NY	1	00:01:13	00:01:13	0.11	0.11
130852326173	Sidney, NE	1	00:01:13	00:01:13	0.11	0.11
192049431362	Green Bay-Ridge Rd, WI	1	00:01:12	00:01:12	0.11	0.11
160725747070	Ithaca-Pleasant Grove, NY	1	00:01:12	00:01:12	0.11	0.11
150227544662	Louisville, KY	1	00:01:12	00:01:12	0.11	0.11
191750042965	New York City, NY	1	00:01:11	00:01:11	0.11	0.11



Frequency By Dialed Location

From 08/08/11 00:00:00 **Run** 09/08/11
To 08/08/11 23:59:59 **Time** 15:42:13

Frequency By Dialed Location

Location Name	Total Calls	Call Time	Average Time	Cost	Average Cost
Chicago, IL	2	00:01:55	00:00:57	0.18	0.09
Fort Lauderdale, FL	2	00:02:11	00:01:05	0.10	0.05
Manhattan, NY	2	00:01:31	00:00:45	0.08	0.04
Philadelphia, PA	2	00:01:38	00:00:49	0.08	0.04
New York City-Manhatta, NY	2	00:01:59	00:00:59	0.09	0.05
Nogales, AZ	1	00:00:49	00:00:49	0.07	0.07
Orlando-Azalea Park, FL	1	00:00:51	00:00:51	0.00	0.00
Orlando-Magnolia, FL	1	00:00:39	00:00:39	0.00	0.00
Paducah-Kentucky Stree, KY	1	00:00:46	00:00:46	0.07	0.07
Palo Alto-South, CA	1	00:01:09	00:01:09	0.00	0.00
Peoria-North, IL	1	00:00:59	00:00:59	0.00	0.00
Philadelphia, DE	1	00:01:08	00:01:08	0.00	0.00
Philadelphia-Market, PA	1	00:00:47	00:00:47	0.00	0.00
Picayune, MS	1	00:00:54	00:00:54	0.00	0.00
Pittsburgh, PA	1	00:00:50	00:00:50	0.00	0.00

Reports: Most Expensive Extension

Most Expensive Extension reports can be run on **individual devices** or **groups**. The reports sort **outgoing** calls from extensions to show the most expensive extensions or groups.

Using the parameter screen '**Row Limits'** select the required number of rows to display. For example, entering 20 will display the top 20 entries.

Parameter screens available for these reports:

Common	
Period	
Extension	
Row Limits	
Summary	
Advanced	Phone No
	Specific Calls
	Columns
	Schedule
	Email To

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Reports: Most Expensive Extension

The following are examples of the Most Expensive Extensions reports:

Most Expensive Extension

From 08/08/11 00:00:00 Run 09/08/11
To 08/08/11 23:59:59 Time 15:59:31

Most Expensive Extension

Extension	Total Calls	Call Time	Average Time	Cost	Average Cost
Stephen James	25	00:22:44	00:00:54	1.21	0.05
Finance phone	20	00:19:31	00:00:58	1.11	0.06
Chris Burton	10	00:09:43	00:00:58	0.72	0.07
E710	15	00:13:40	00:00:54	0.50	0.03
Carol Ansy	15	00:13:33	00:00:54	0.49	0.03
Voice Mail	11	00:11:13	00:01:01	0.48	0.04
Lily Somes	15	00:13:38	00:00:54	0.43	0.03
Training Room	6	00:06:17	00:01:02	0.40	0.07
Stuart Pearson	9	00:08:58	00:00:59	0.35	0.04
Dave Jackson	4	00:03:25	00:00:51	0.08	0.02

Most Expensive Extension Group

From 08/08/11 00:00:00 Run 09/08/11
To 08/08/11 23:59:59 Time 15:45:40

Most Expensive Extension Group

Extension Group	Total Calls	Call Time	Average Time	Cost	Average Cost
Support	104	01:36:14	00:00:55	4.54	0.04
Sales	66	01:02:50	00:00:57	2.87	0.04
Marketing	53	00:49:01	00:00:55	2.47	0.05

Reports: Target

This report examines incoming (DNIS) and incoming and intercom (Extensions) calls and displays both the number and percentage of answered and unanswered calls with their ring times for **DNIS, extensions and extension groups**.

Parameter screens available for these reports:

Common	
Period	
DNIS/Extension	
Summary	
Advanced	Specific Calls
Not on DNIS report……>	Call Type
	Columns
	Schedule
	Email To

- Call Types are available to select Incoming or Intercom calls.

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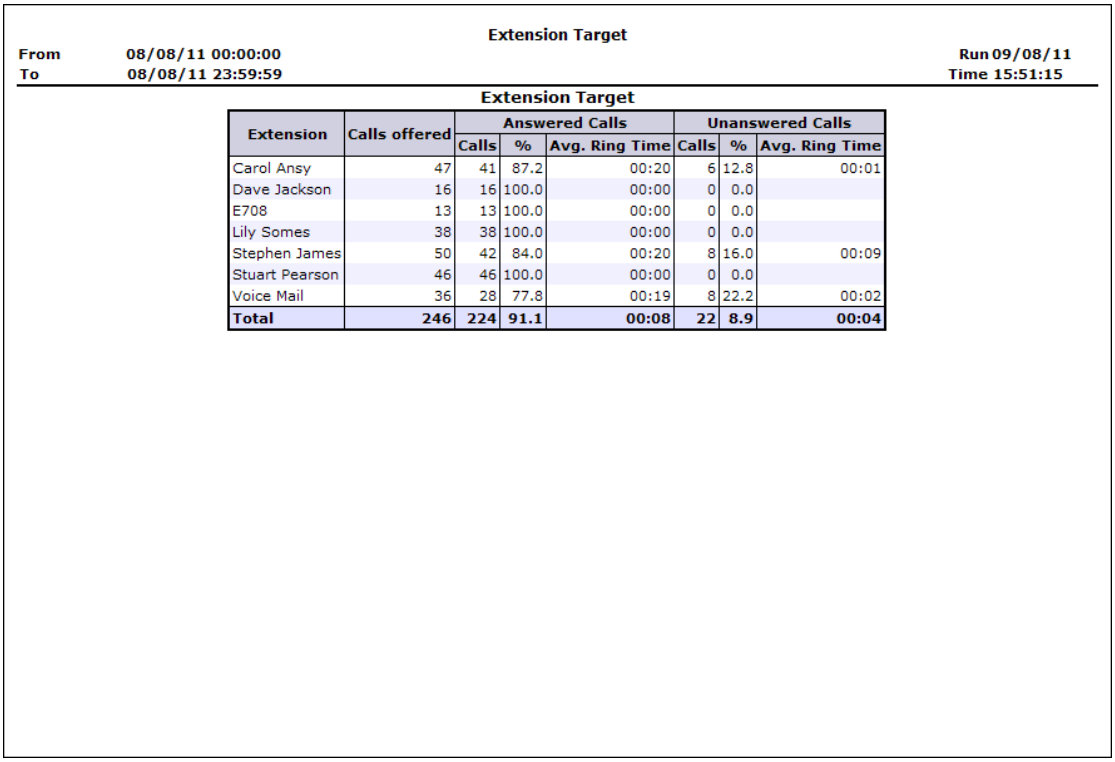
Reports: Target

The following is an example of a Target Report:



Extension Target

From 08/08/11 00:00:00
To 08/08/11 23:59:59

Run 09/08/11
Time 15:51:15

Extension Target

Extension	Calls offered	Answered Calls			Unanswered Calls		
		Calls	%	Avg. Ring Time	Calls	%	Avg. Ring Time
Carol Ansy	47	41	87.2	00:20	6	12.8	00:01
Dave Jackson	16	16	100.0	00:00	0	0.0	
E708	13	13	100.0	00:00	0	0.0	
Lily Somes	38	38	100.0	00:00	0	0.0	
Stephen James	50	42	84.0	00:20	8	16.0	00:09
Stuart Pearson	46	46	100.0	00:00	0	0.0	
Voice Mail	36	28	77.8	00:19	8	22.2	00:02
Total	**246**	**224**	**91.1**	**00:08**	**22**	**8.9**	**00:04**

Reports: Graphs

Graphical Reports are available for both **Extensions** and **Lines** and are produced as **Bar** or **Pie** charts.

The Group reports are based on device groups**:** they provide graphical representation of the number of **calls, call time** and **cost** for the group.

The Top 40 reports are based on individual extensions or lines**:** they provide graphical representation of those devices with the most **calls**, most **call time** and most **cost**.

Parameter screens available for these reports:

Common	
Period	
Extension/Line	
Profile	*<..Profile report only*
Summary	
Advanced	Phone No
	Call Type
	Specific Calls
	Schedule
	Email To

- Call Types are available on Extensions to select Incoming, Outgoing, or Intercom calls.
- Call Types are available on Lines to select Incoming, Outgoing or Tandem calls.

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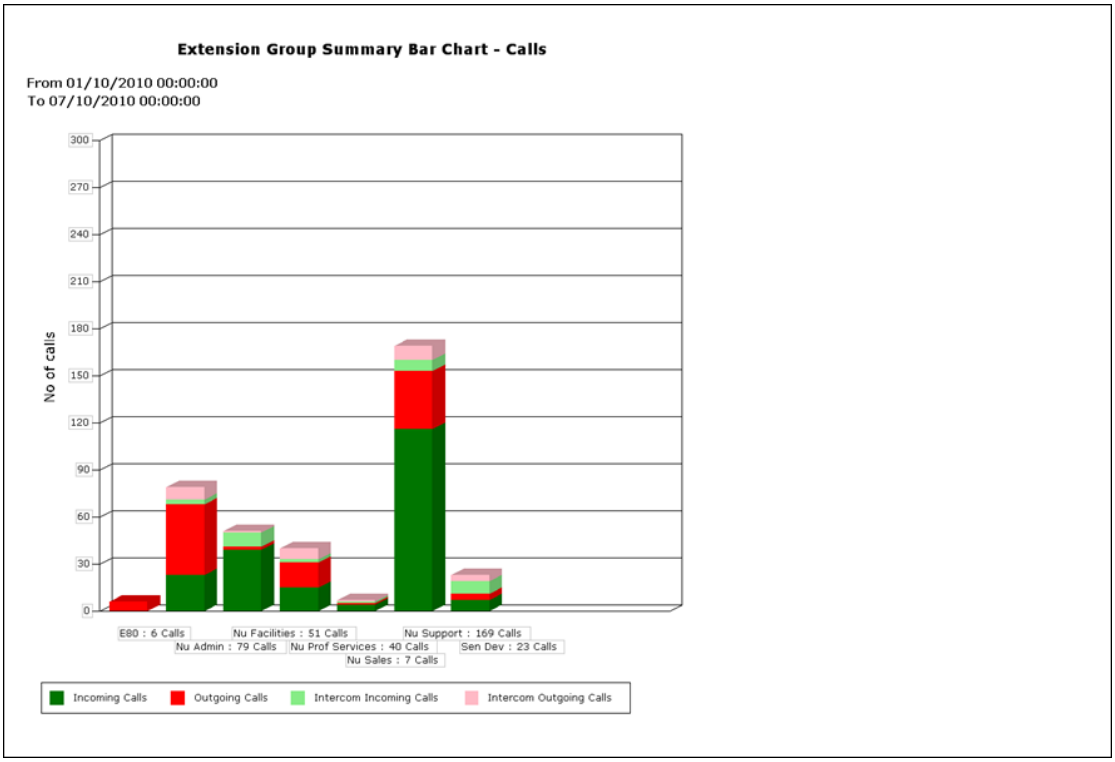
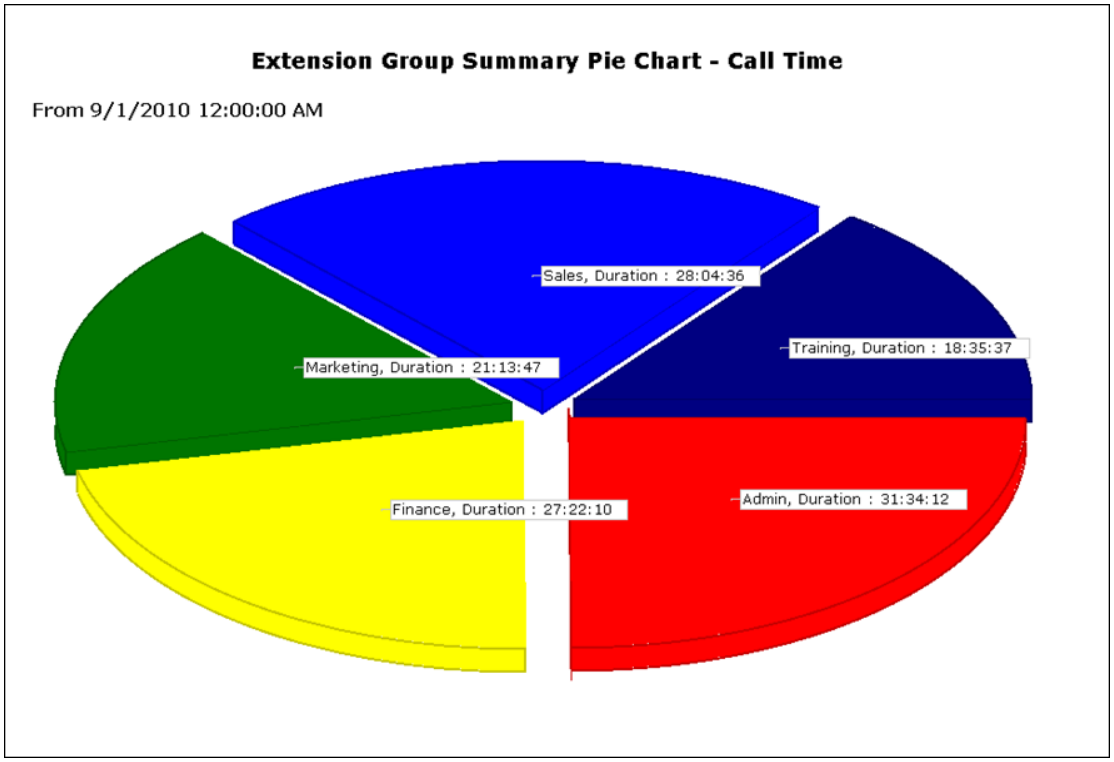
Reports: Graphs

The following are examples of graphical reports:




Extension Group Summary Pie Chart - Call Time
From 9/1/2010 12:00:00 AM
Sales, Duration : 28:04:36
Training, Duration : 18:35:37
Marketing, Duration : 21:13:47
Finance, Duration : 27:22:10
Admin, Duration : 31:34:12

Reports: Data Availability

Select a report period and the report displays the dates for which data is available.

Parameter screens available for these reports:

Common	
Period	
Summary	
Advanced	Schedule
	Email To

Data Availability

From 02/10/10 00:00:00 Run 02/11/10
To Time 11:22:40

Data Availability

Date	Total Calls
02/10/2010	6
03/10/2010	1
04/10/2010	170
05/10/2010	215
06/10/2010	196
07/10/2010	230
08/10/2010	194
09/10/2010	2
10/10/2010	4
11/10/2010	135
12/10/2010	190
13/10/2010	173
14/10/2010	190
15/10/2010	204
16/10/2010	13
17/10/2010	11
18/10/2010	183
19/10/2010	166
20/10/2010	147
21/10/2010	175
22/10/2010	211
23/10/2010	15
24/10/2010	8
25/10/2010	278
26/10/2010	169
27/10/2010	199
28/10/2010	241
29/10/2010	186
30/10/2010	11
31/10/2010	10
01/11/2010	224
02/11/2010	70
Total	4227

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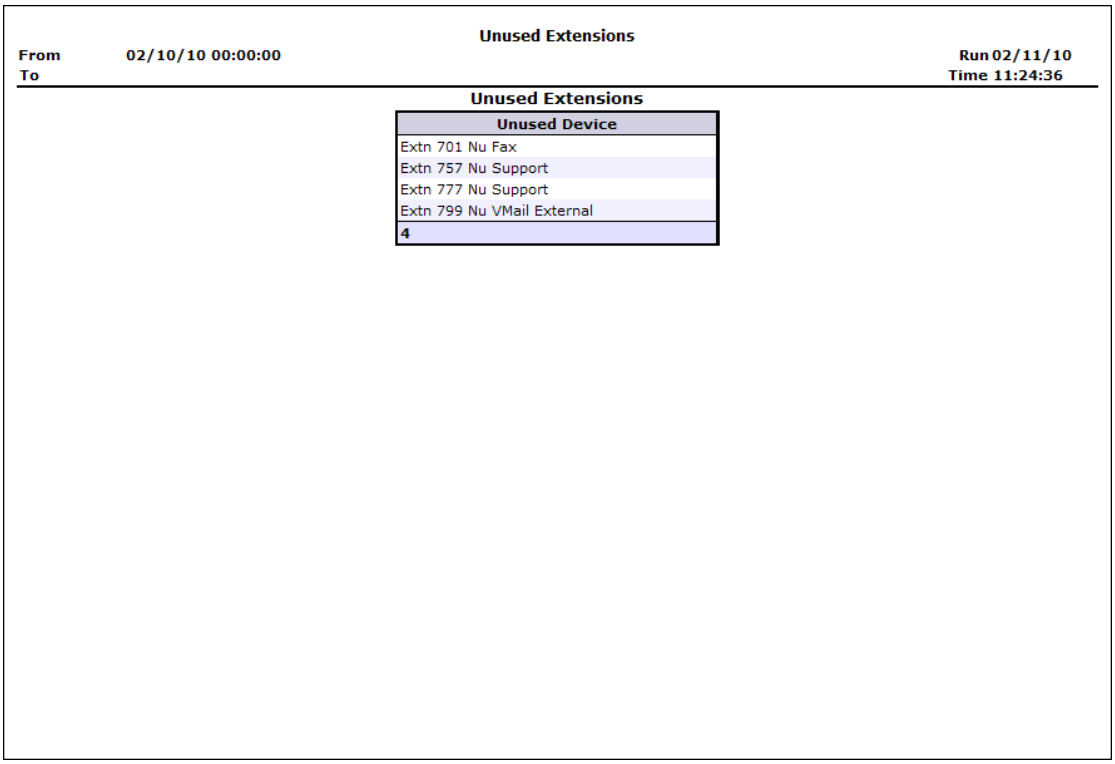
Reports: Unused Extensions and Lines

Select a report period and the report displays the devices not used in the selected period.

Parameter screens available for these reports:

Common	
Period	
Summary	
Advanced	Schedule
	Email To



Unused Extensions

From 02/10/10 00:00:00 Run 02/11/10
To Time 11:24:36

Unused Extensions

Unused Device
Extn 701 Nu Fax
Extn 757 Nu Support
Extn 777 Nu Support
Extn 799 Nu VMail External
4

Real Time

Real time displays, which are user-definable, allow you to monitor activity as it is received from the switch, which is normally once a call has completed.

There are four sections for Real Time displays:

Manage Layouts	To run, edit, copy and delete the layouts
Create Layout	To create the layout and position the views within the layout
Manage Views	To edit, copy and delete the views
Create View	To select the type of view and devices required

To set up a Real Time Display:

Step 1: **Create View:** select the type of window you require: **Large Character Window** or **Web Page** and the category of view by device: Extension, Line or General.

LC Window	Available for Extensions and Lines
Web Page	Embedded Web Page or pre-configured report (user-selectable)

Step 2: **Create Layout:** select the view or views, previously created, which are to be displayed on the Real Time screen and position them as required.

Step 3: **Manage Layout**: run the Real Time display to the screen.

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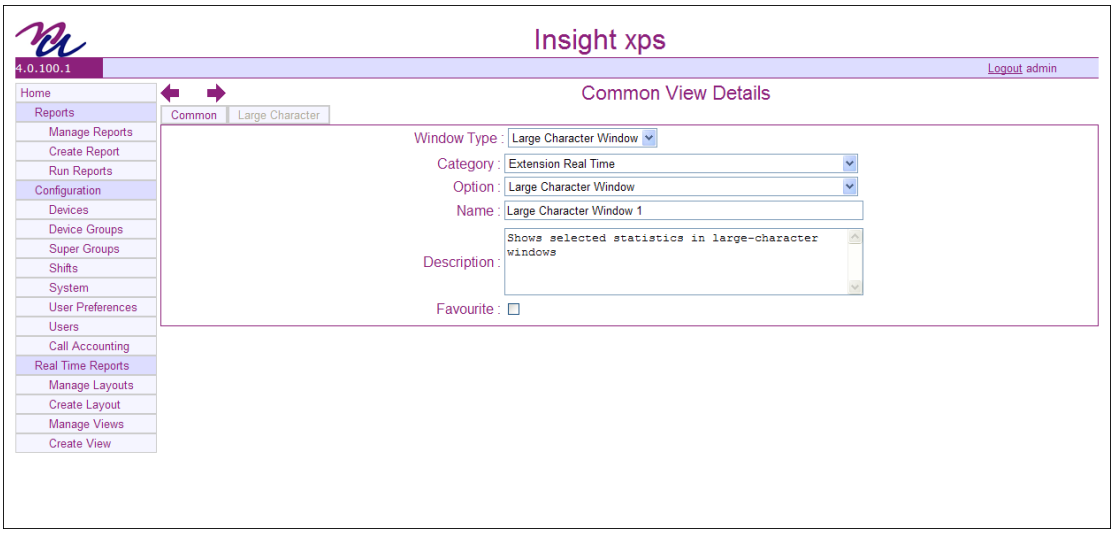
Step 1: Create View: Common screen

The parameter screens used to create a view will vary according to the Type of View that is required. However they will have the same Common screen as shown below.



- Select the **Window Type** you require from the drop-down list: All, Large Character Window or Web Page. The option you select here will determine what options are available under Category.

LC Window	Large character windows are used to display and highlight the most important information. Colors for these windows are user-definable. Large characters can be set up for Extensions and Lines. Please note that LC windows do not include tandem or intercom calls in their statistics.
Web Page	This allows you enter a web address (to display a particular web page) or a pre-configured report (to display 'real time' information in a report format).*See page 95*

- Select your **Category**. If you selected **All** as a window type then the Category drop-down list will display Extension Real time, Line Real Time or General (web page).

  If you select a particular Window type (LC window or Web Page) then the Category drop-down list will display only the views which match the window type.

Create View: Common screen

- Select the **Option** you require from the drop-down list.

- Enter a new **Name** (40 characters) by which you can identify the view.

- Enter a new **Description** (optional). This is for your information to enable you to clearly identify the view.

- Tick **Favorite** if you wish the View to be stored under a Favorites category rather than the default category.

Examples:

To set up Large character Windows for extensions: *See page 83*

Window Type:	Large Character
Category:	Extension Real Time
Option:	Large Character

To set up a web page: *See page 86*

Window Type:	Web Page
Option:	Embedded Web Page

Once you have completed the Common Details screen use the arrow key to move to the next screen.

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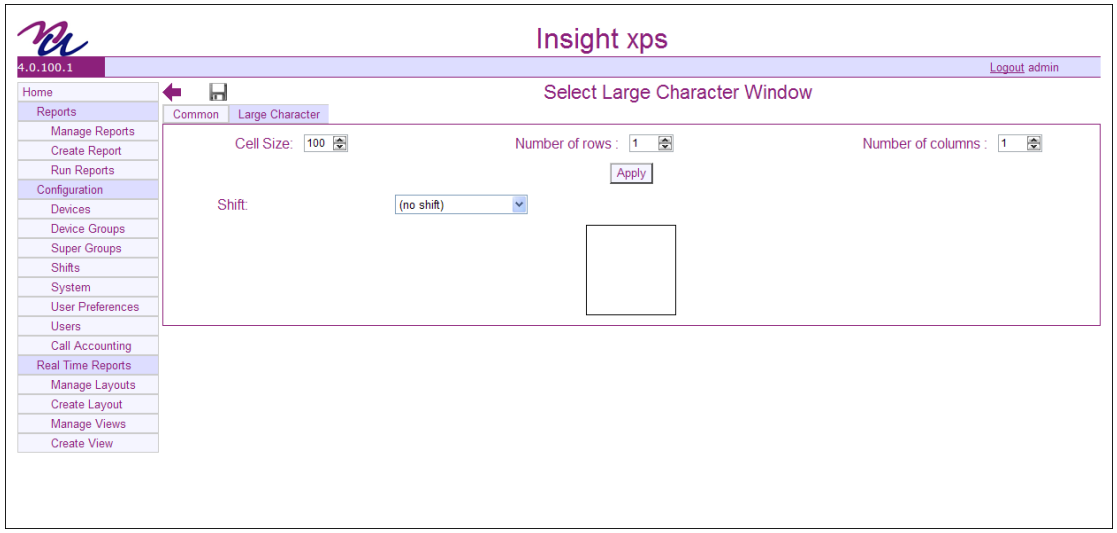
Create View: Large Character Window

Each large character window can present a single parameter for a single device or device group. The parameters can present information such as the longest ring time. the average talk time or the number of calls abandoned for the day.

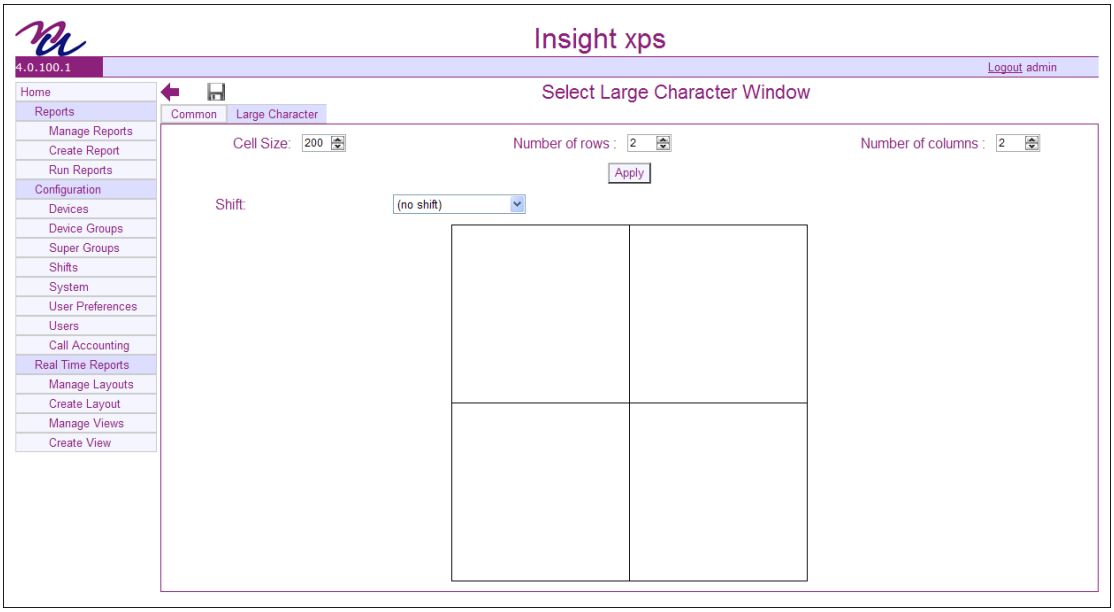
This is the screen when first displayed. If you require more than one Large Character Window in this view then:



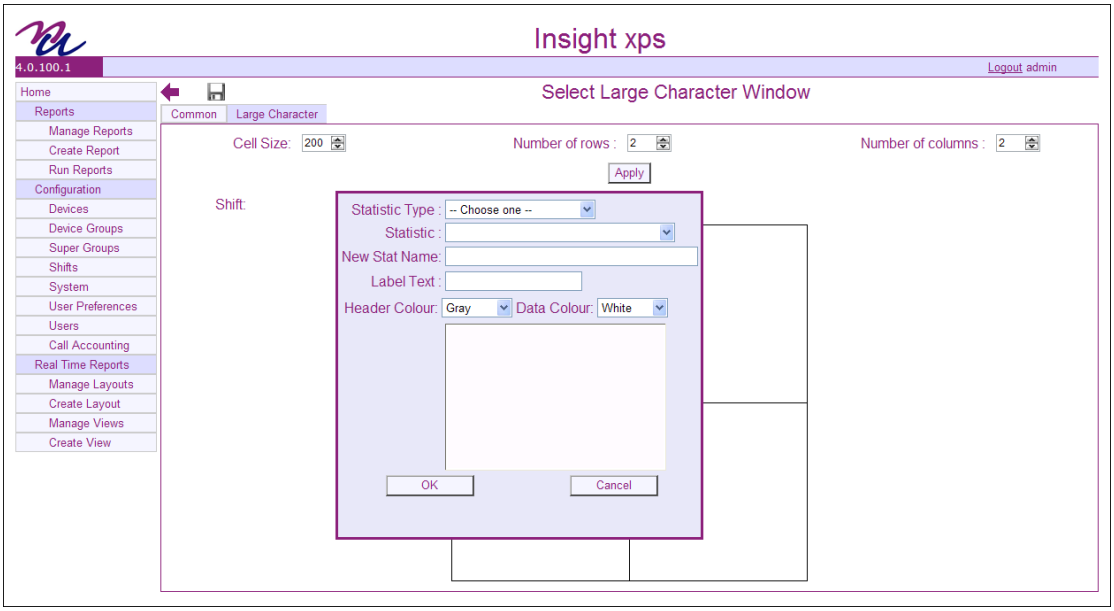
- Select the **number of rows** (in the example on the next page: 2)
- Select the **number of columns** (in the example on the next page: 2)
- Select your **cell size** (in the example on the next page: 200)
- Select a **shift** if required. Data will only be displayed during these shift times.

- Once your selections are complete click the **Apply** button to reflect your changes as shown on the next page.

Create View: Large Character Window



- Click in one of the square boxes and the following options appear



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Create View: Large Character Window

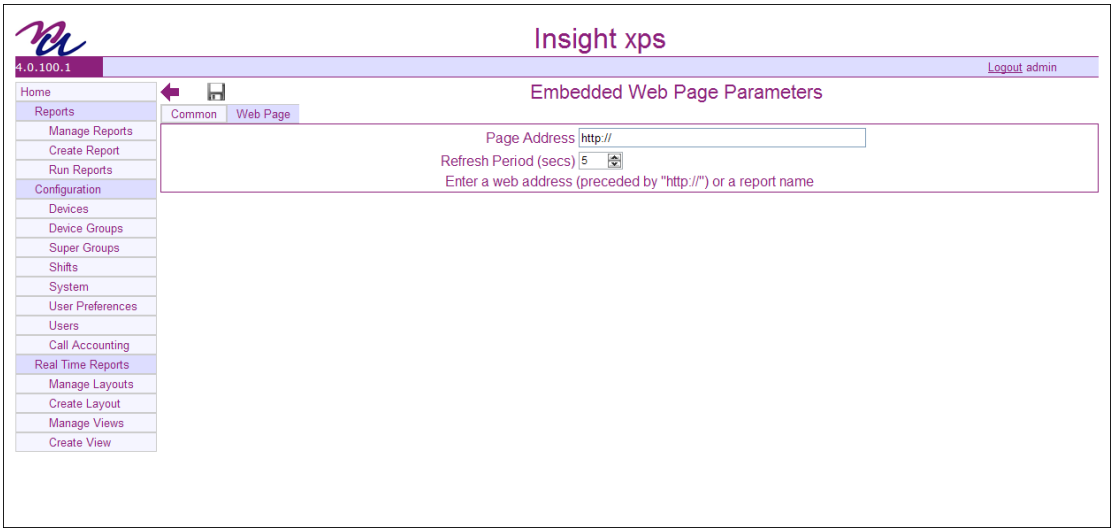
Large Character

- Select the **Statistic Type** from the drop-down menu: some of the options will be for individual devices and some for groups.
- Select the **Statistic <**New> from the drop-down menu.
- **New Stat Name**: Amend if required. Your text will appear in the windows as shown in the screenshot below.
- Amend the **Label text** if required. This will appear when you run your layouts.
- Select the **Header** and **Data color** as required.
- Highlight the **Device** or **Group** required
- Click **OK**
- Continue to configure all your boxes

Once the configuration is complete Save the view and you are directed to the **Manage Views** screen. *See page87.*

Create View: Embedded Web Page

When creating an embedded web page the screen below is displayed. Enter in here the name of an external web page e.g. google.com, bbc.co.uk, nut.eu.com. (preceded by "http://"). Alternatively, enter the name of a previously configured report (without the http). *See page 95 for details on how to configure these reports.*



The ***Refresh Period*** will determine how often the data is refreshed on the screen.

Once the configuration is complete Save the view and you are directed to the **Manage Views** screen. *See page 87.*

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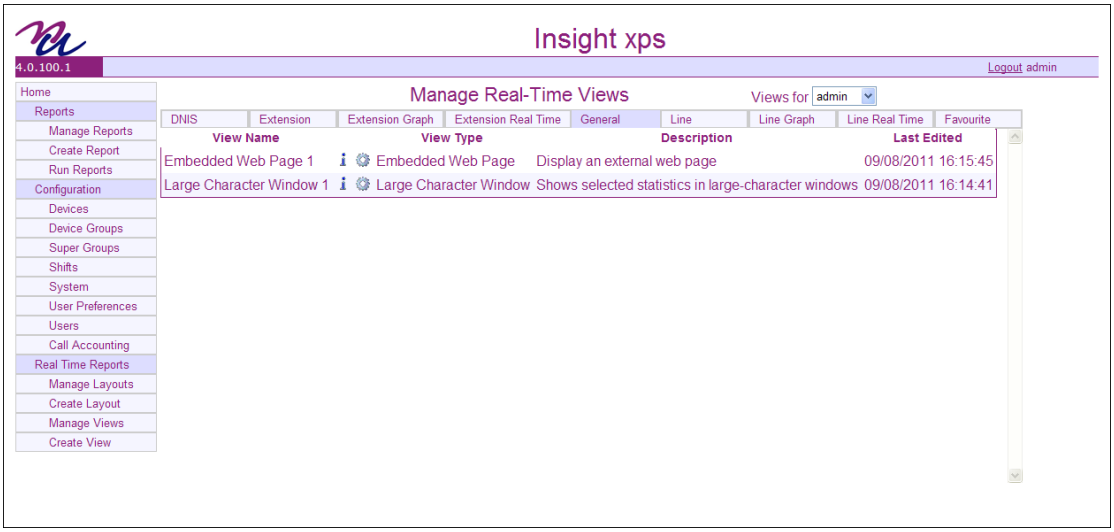
Manage Views

Each View you create is saved in **Manage Views.** The following screen shows a list of views.



For further information:

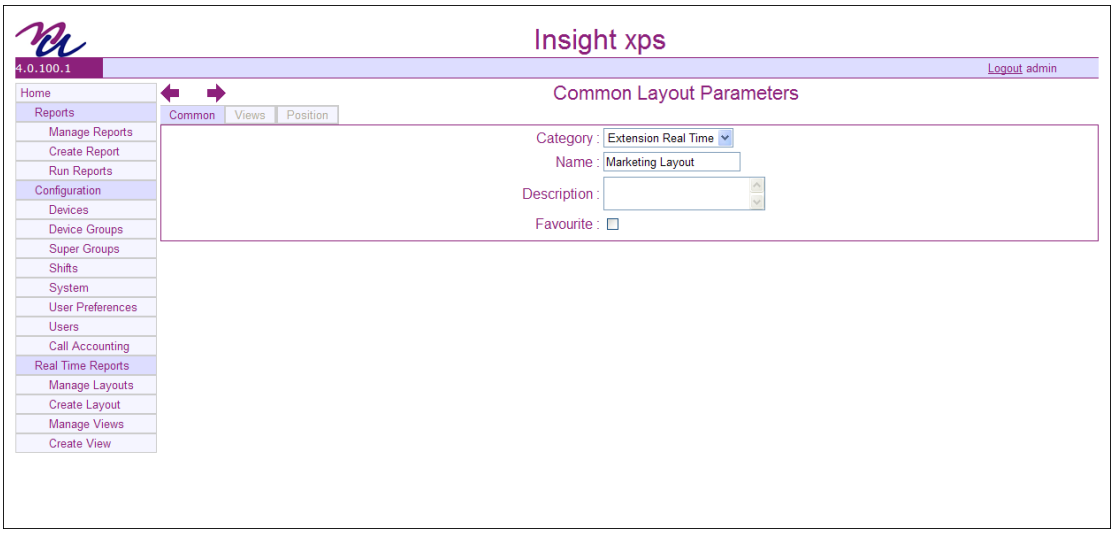
Hover over the information icon to show a summary of the view.

For other options as shown below click on the task icon:

Edit	Allows you to access all of the parameter screens and make changes. Once the changes are complete saving them returns you to the Manage Views screen.
Copy	Copies the view with a new user-defined name. If you have admin rights then you can copy views between users.
Delete	Deletes the view. If this view is being used in a layout then the layout will be highlighted on the Manage Layouts screen. Hover over the information icon to see which view is missing.

Step 2: Create Layout: Common Layout screen

In Create Layout you can select which views you wish to display and how you wish them to be arranged within the display.



- Select the **Category** under which you wish this layout to be saved. (Extension Real Time, Line Real Time or General)

- Enter a **Name** for this layout.

- Enter a **Description** (optional). This is for your information to enable you to clearly identify the layout.

- Tick **Favorite** if you wish the layout to be stored under a Favorites category rather than the default Category chosen above.

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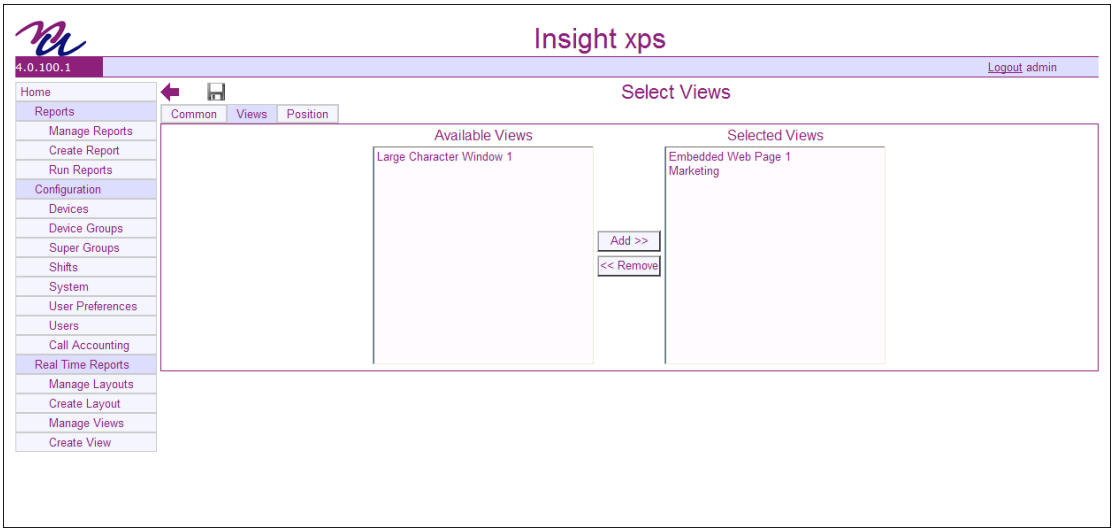
Create Layout: Select Views

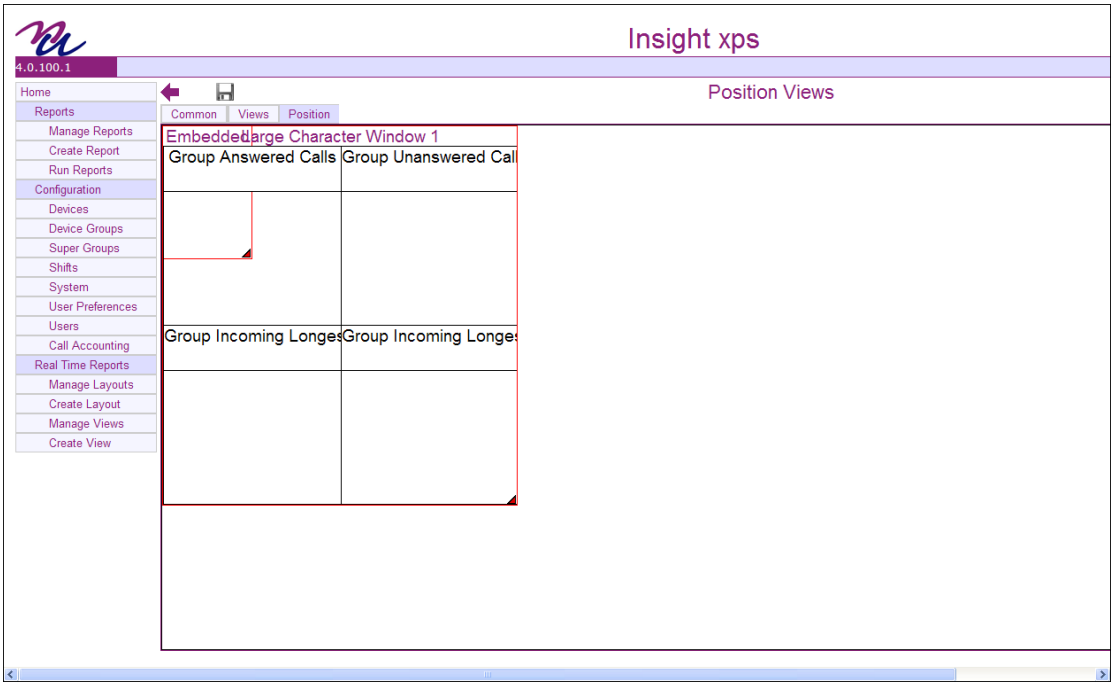
On this screen you should select the views you wish to display.



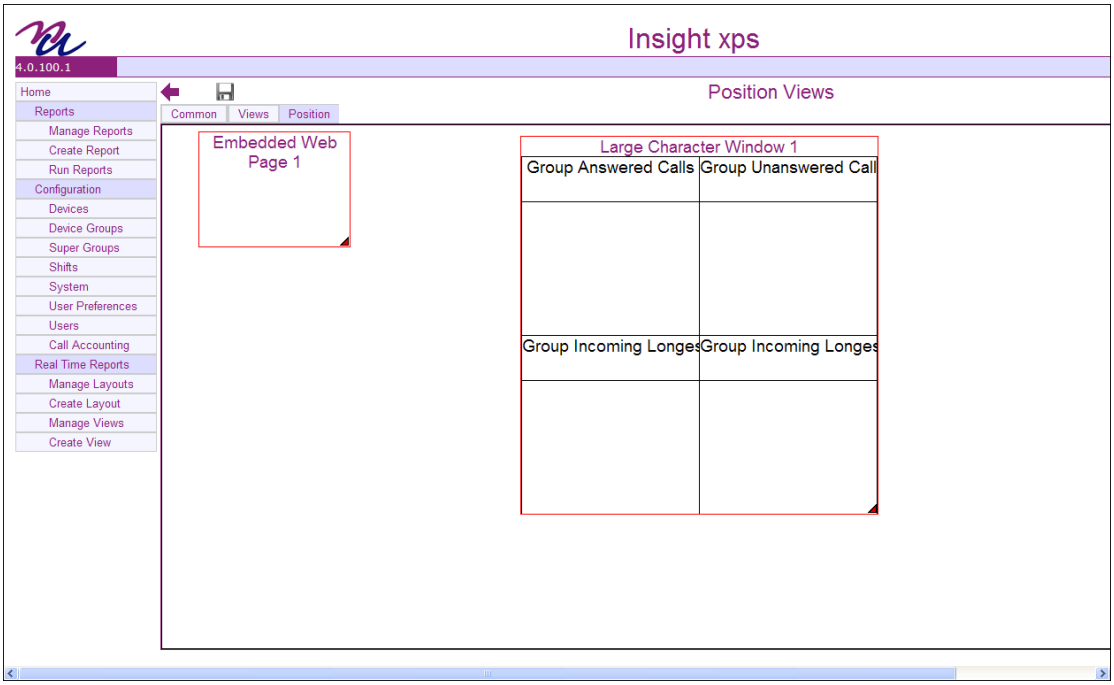
- When the screen is first displayed there are no items in the Selected Views box. Highlight items in the Available Views box as required and click >>**Add** to add them to the Selected box.

Create Layout: Position Views

On this screen move the view to the position you require. If you have put more than one view on to the screen then they will all be in the top left hand corner as shown below:



To move the views click on the name of the view and drag it to the position required.



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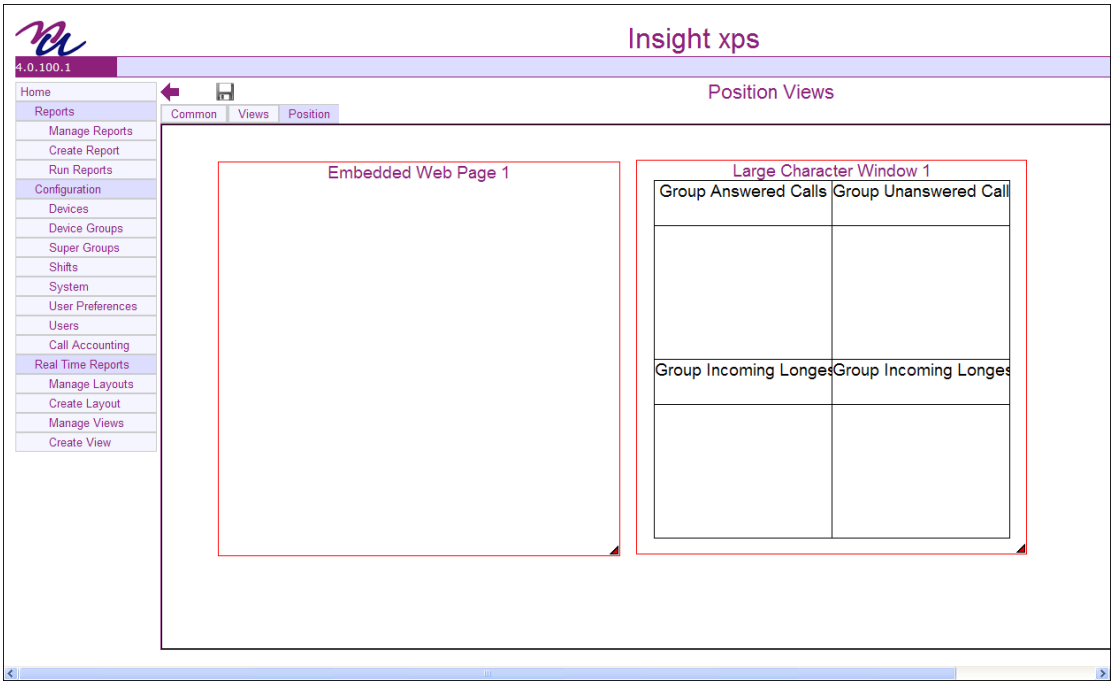
Create Layout: Position Views

You can change the size of the view by clicking on the red arrow in the bottom right of the view and dragging the window.

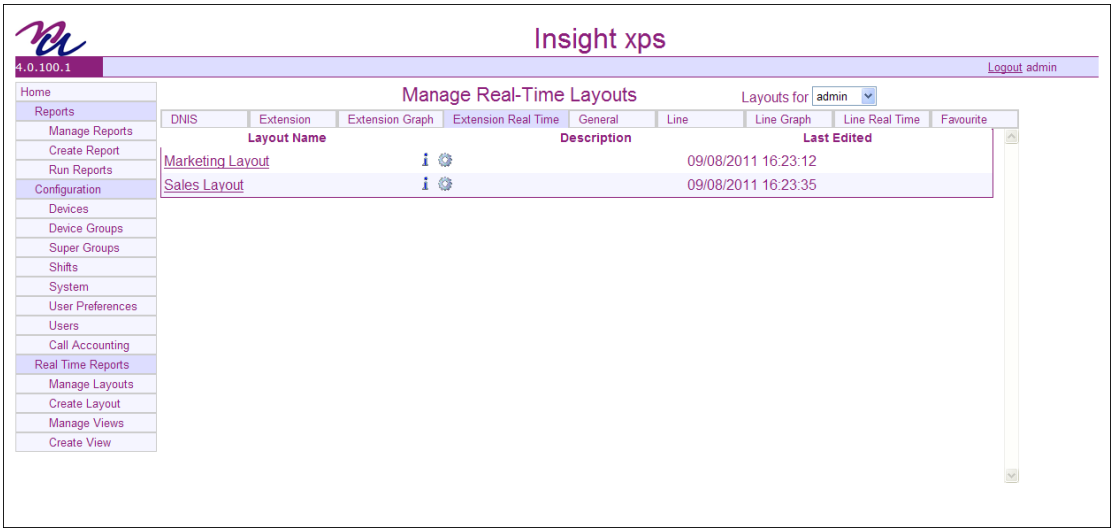


Note: The size of the font within the Large Character view can be amended through **Configuration: User Preferences: Real Time Preferences** *See page 21*

After positioning your views Save the layout and you are directed to the **Manage Layouts** screen. *See page 92*

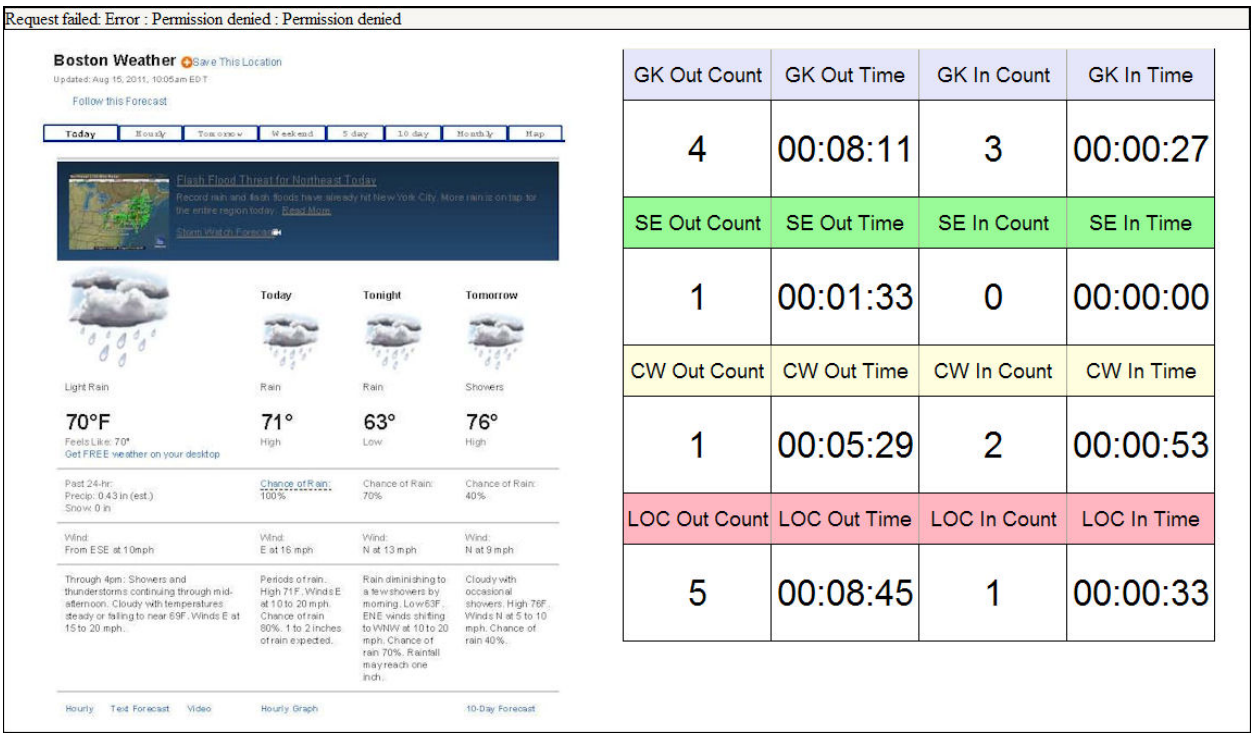
Step 3: Manage Layouts

Each layout you create is saved in **Manage Layouts**. From this screen you can run, edit, copy or delete your Real Time screens. The following screen shows a list of saved layouts.



To **Run** the layout:

- Click on the name of the layout and it will be displayed on the screen.



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Manage Layouts

Other examples of layouts:

Carol Calls Out	Carol Calls In	Carol Answered Calls	Carol Unanswered Calls	Carol Average Ring Time	Carol Longest Ring Time	Carol Longest I/C Call	Carol Longest O/G Call
25	13	18	0	00:00:21	00:00:34	00:00:31	00:05:33
Paul Calls Out	Paul Calls In	Paul Answered Calls	Paul Unanswered Calls	Paul Average Ring Time	Paul Longest Ring Time	Paul Longest I/C Call	PaulLongest O/G Call
19	12	12	0	00:00:13	00:00:30	00:01:00	00:05:44
Sue Calls Out	Sue Calls In	Sue Answered Calls	Sue Unanswered Calls	Sue Average Ring Time	Sue Longest Ring Time	Sue Longest I/C Call	Sue Longest O/G Call
26	28	28	0	00:00:18	00:00:34	00:01:34	00:05:42
John Calls Out	John Calls In	John Answered Calls	John Unanswered Calls	John Average Ring Time	John Longest Ring Time	John Longest I/C Call	John Longest O/G Call
24	23	23	0	00:00:18	00:00:32	00:02:07	00:05:49

Total calls	Incoming Calls	Outgoing Calls	Total Cost	Maximum Cost
500	262	238	28.58	0.57
Total Call Time	Incoming Longest Call Time	Outgoing Longest Call Time	Incoming Longest Ring Time	Incoming Average Ring Time
24:03:53	00:05:49	00:05:48	00:00:34	00:00:09

Manage Layouts

Hover over the information icon to show a summary of the report

For other options click on the task icon:

View	Displays the Layout.
Edit	Allows you to access all of the parameter screens and make changes. Once the changes are complete saving them returns you to the Manage Layouts screen.
Copy	Copies the layout with a new user-defined name. If you have admin rights then you can copy layouts between users.
Delete	Deletes the layout

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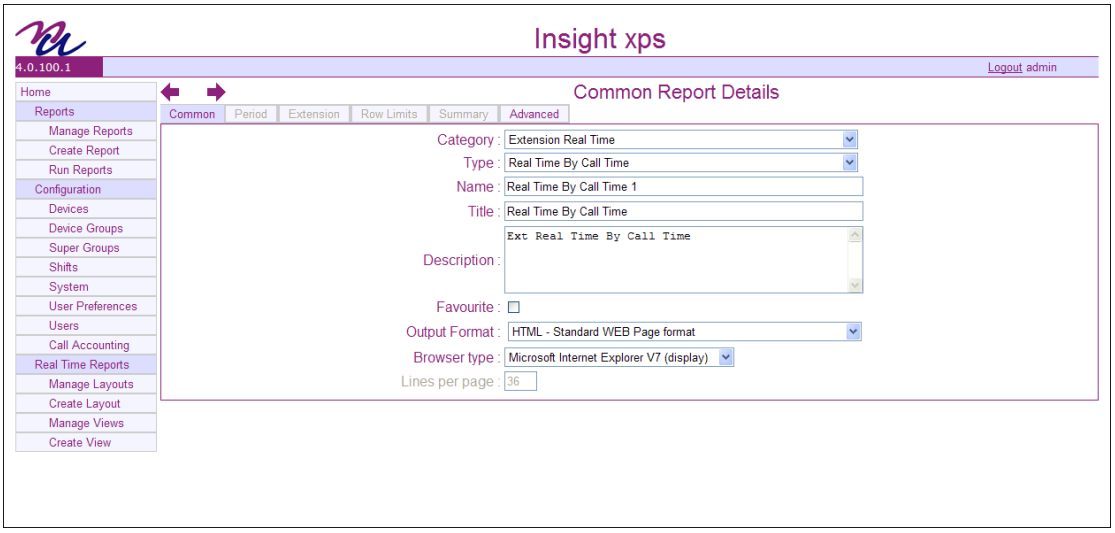
Creating Real Time Reports

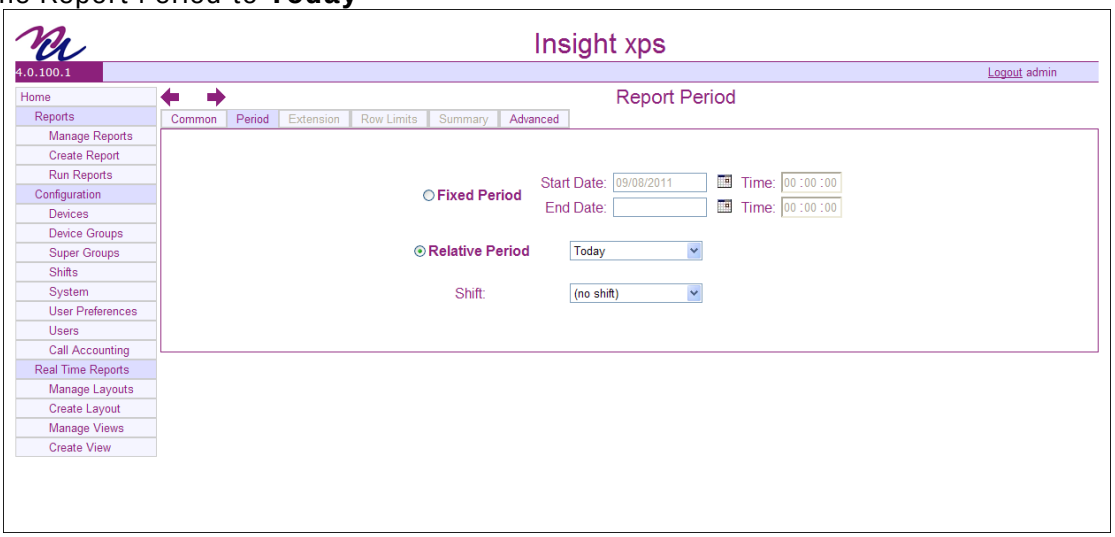
It is possible to embed a pre-configured report within a view. You can embed any of the **Graphical** reports and there are also three **Real Time reports** to choose from:

- **Real Time By Call Time**: Calls ordered by Call Time (duration) with the longest one displayed first.
- **Real Time By Cost**: Calls ordered by Cost with the most expensive displayed first.
- **Real Time By Start Time**: Calls ordered by Start time with the most recent one displayed first.

Set up the reports in the normal way (*see Chapter 3 Reports*) using the Category **Extension Graph** and the **Type** as one of the listed reports or Category **Extension Real Time** and the **Type** as one of the three reports listed above.

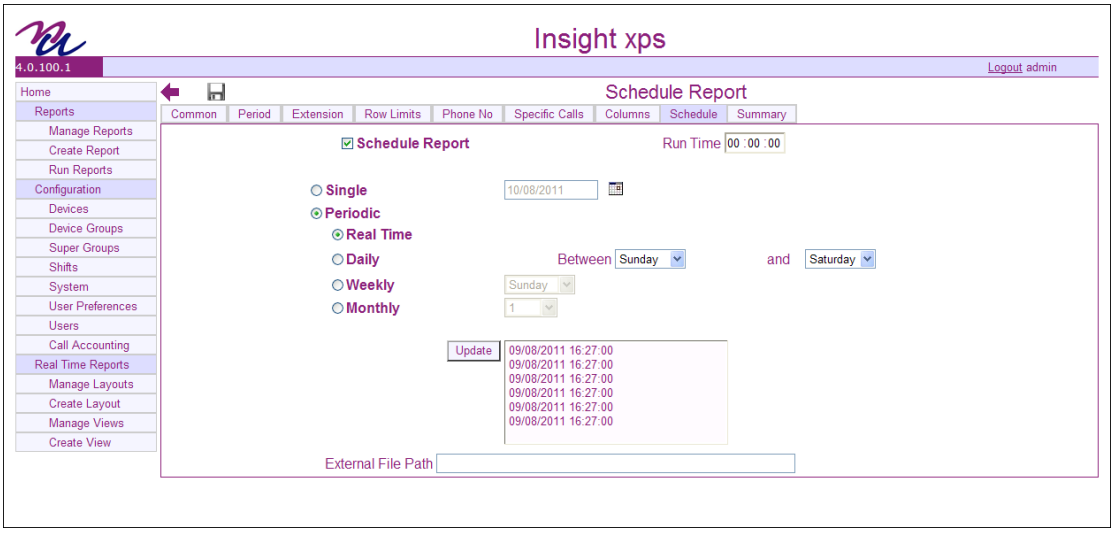


Set the Report Period to **Today**

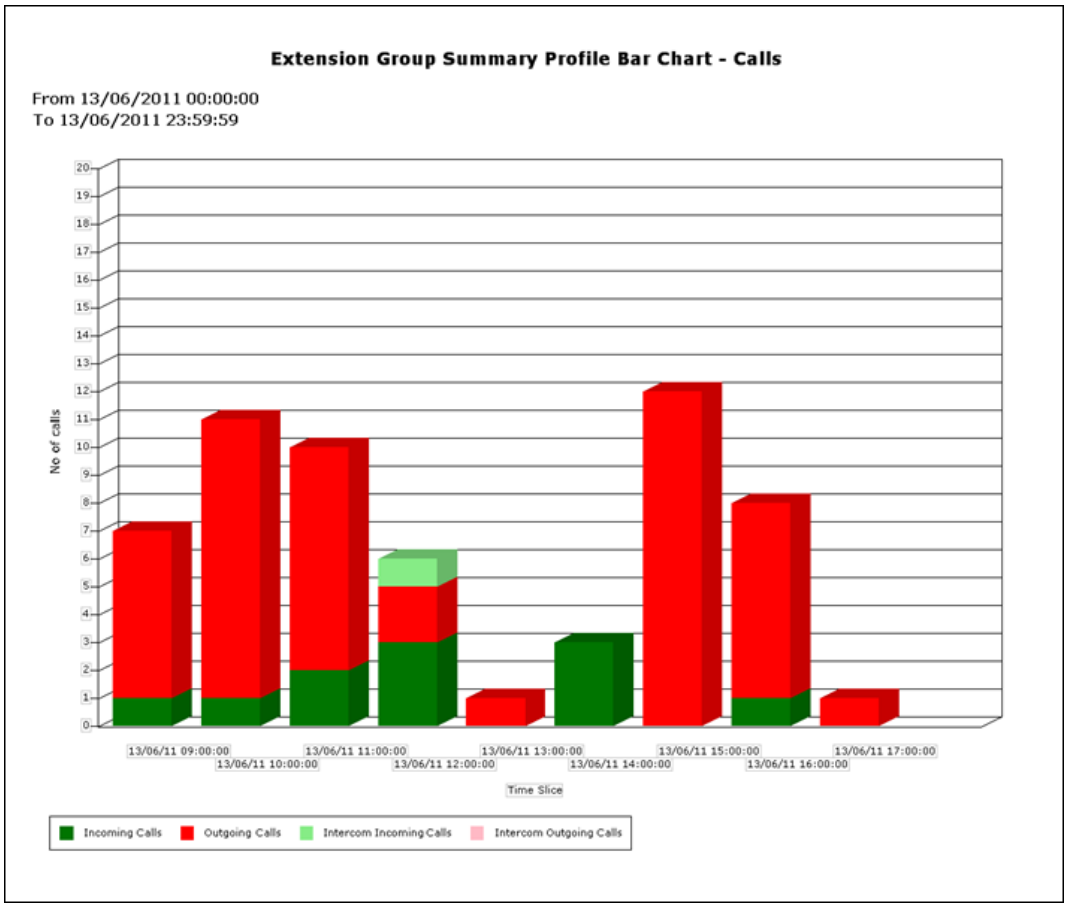


Creating Real Time Reports

Select Real Time on the schedule screen as shown below.



Create a ***Web Page View*** and enter the name of this report into the *Page Address* field. This report will then refresh in the real time layout according to your Refresh Period (*see page 86*) using today's data.



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Creating Real Time Reports

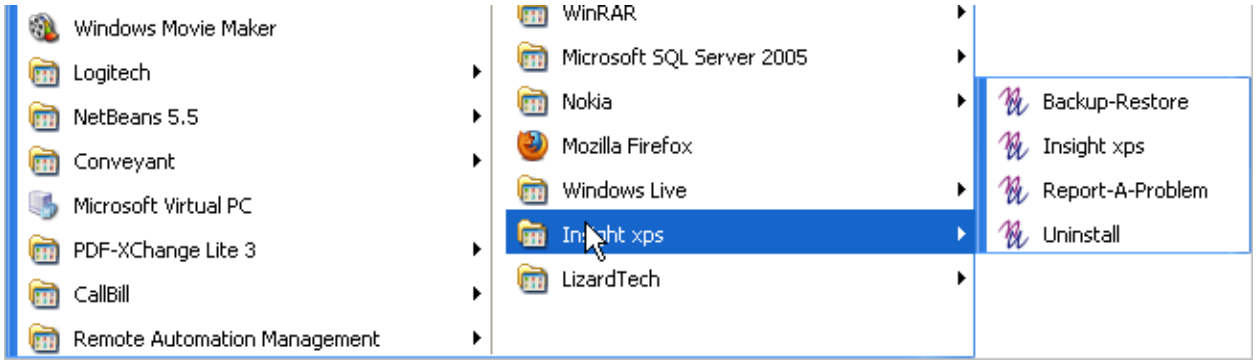
Real Time By Cost

Start Time	Extension	Call Time	Cost	Dialed Digits	Location Name
10:50:27	Liam O'Callaghan	00:01:44	0.44	90046709295812	Sweden
14:51:39	Liam O'Callaghan	00:00:48	0.31	900277812634206	South Africa
11:42:13	Glen Kershaw	00:01:07	0.29	907782279224	Mobile
14:14:45	Glen Kershaw	00:01:07	0.29	907782279224	Mobile
14:26:23	Glen Kershaw	00:02:26	0.28	908701668888	Number Translation - National
15:35:04	Carla Wilkins	00:00:20	0.21	9006302816464	Philippines
16:26:57	Carla Wilkins	00:00:19	0.20	9006302816464	Philippines
14:55:46	Carla Wilkins	00:01:25	0.20	908709045890	Number Translation - National
10:49:10	Liam O'Callaghan	00:02:03	0.20	907850631072	Mobile
14:37:44	Glen Kershaw	00:03:44	0.20	907702363789	Mobile

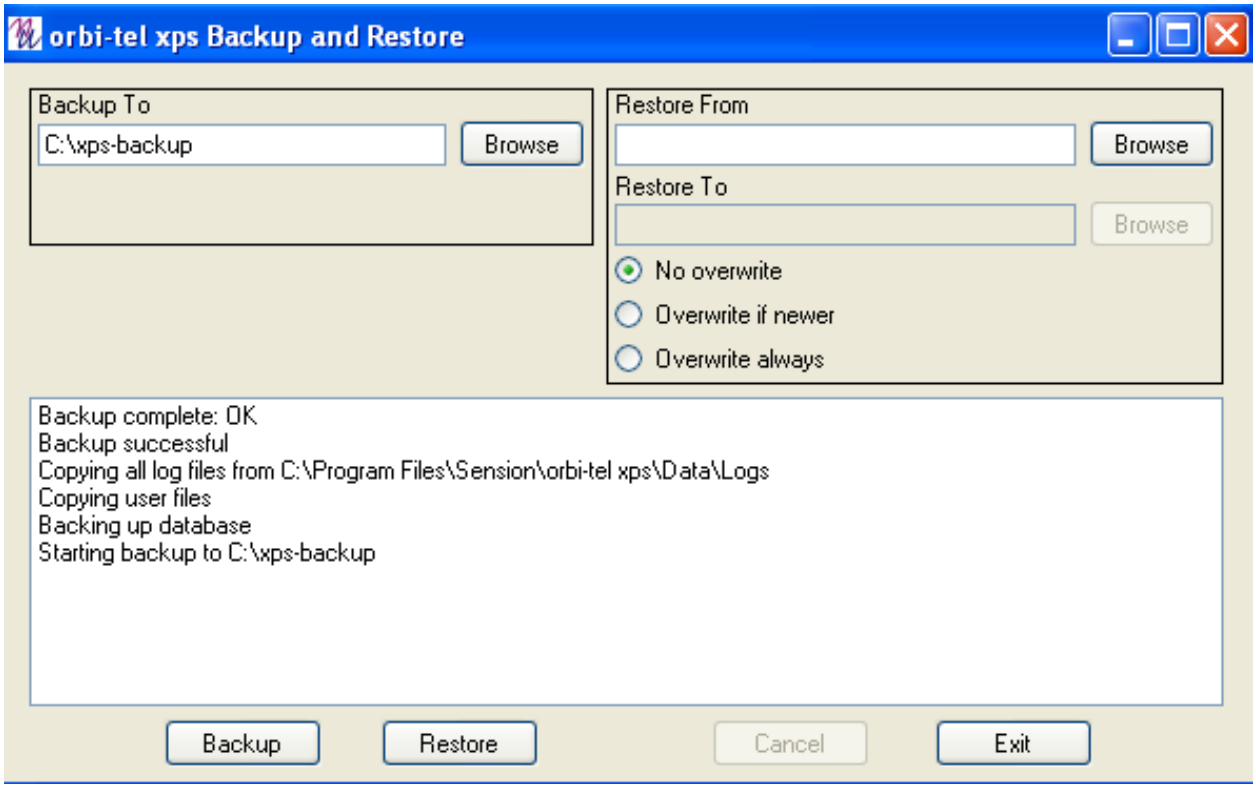
Backup

Before attempting to do a backup you should create a new folder on your network or removable device.

To make a backup of your data, configuration and report files select the option for Backup-Restore as shown below.



Select the option Backup-Restore and the following screen is displayed:



Browse to the folder you require and click Backup.

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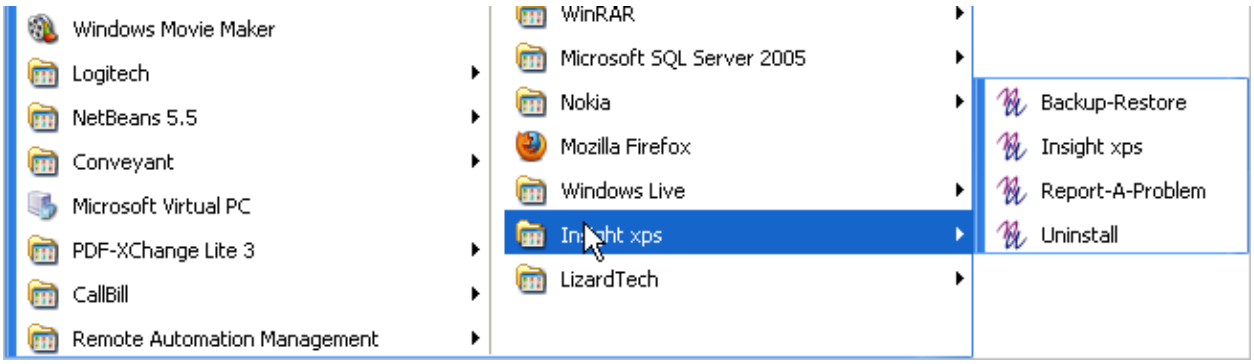
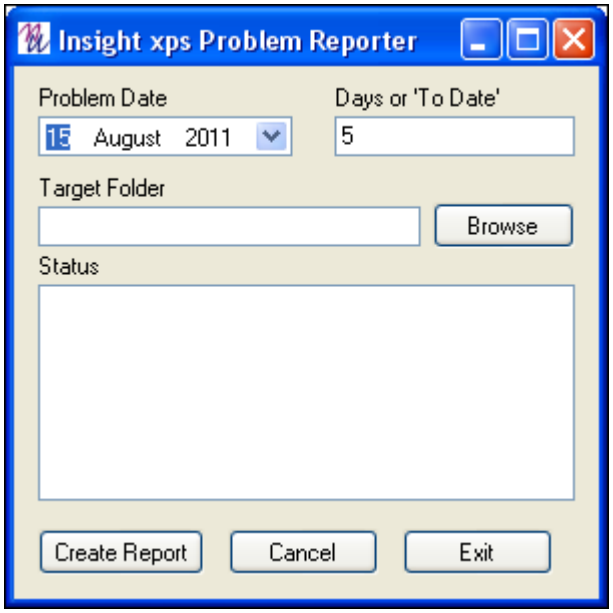
Report a Problem

Should you be **requested to do so by the Support desk** you can collect data relating to a particular issue. Select the option for Report-A-Problem as shown below.



The following screen is displayed:



Enter the day/days for which data is required, browse to the folder required and click Create Report.